

# PATIENTS PRACTICE PARTNERSHIP

Friday 11<sup>th</sup> October 2013

## MINUTES

**Present: Dr M Tee & Dr B Pitt,  
Jane Page, David Gregory, Brian Sleafer, William Miller  
Tony Saville, Victoria Desmond, Gill Hornsby, Lynne O'Mahoney and Kate Williams  
Guest: Jennie Knight – West Essex CCG.**

Jennie Knight was invited to speak about the CCG and its role in General Practice. She explained the role of the CCG and what it means to the general public and the role of the GP's. She talked about the importance of saving £20 million per calendar year and in order to do this they need to look at the services that can be offered in the community, such as GP's with Special Interests, Volunteers and services in the community that could be offered for the use of patients. She explained that the purpose was to amalgamate services between surgeries. Dr Tee and Dr Pitt both explained that there was a significant rise in the amount of patients registering and no budget to match. Dr Tee explained that there were two budgets, one for Drugs and one for Referrals, it is felt that this needs to be a joint "clinical" budget so that there is a true reflection of the situation.

1. **Apologies: Annie Taylor, Martine Burgess, Anne Crisp & Samantha Cox.**
2. **Jennie Knight from West Essex Clinical Commissioning Group**
3. **Minutes of Last Meeting (16.8.13): All agreed**
4. **Matters Arising: See items below**
5. **Suggestion Box – John Tasker House: 3 – 1) Minor Injuries Sign at Reception not clear enough and Patient did not realise they could go to Herts & Essex for this. Also apparently Herts & Essex offer "Well Man" appts with a letter from your GP. No longer able to just turn up at ENT Clinic at Broomfield Hospital as have been able to do previously. Thanks to the Practice for all we do. 2) Please fax through prescriptions if you say you are going to as have had to wait needlessly. 3) You have great hard working staff in your dispensary, but we need more of them !!**
6. **Felsted Pharmacy Application – No news to date. The Partner's are looking into the purchase of the Pharmacy Licence but no news to date. There is a meeting on the 21<sup>st</sup> October 2013 about the Planning in the area and the plans for housing etc. The Partner's will be able to report back at the next meeting in January 2014.**
7. **Next Flyer – The flyer is not ready yet – will be completing as soon as possible. Please could we add some details about the Dispensary to this flyer. Advice with regards to re-ordering and highlight the need for 48 hours notice for repeats.**
8. **General Appointments – General feeling is that patients are very happy with new system. The receptionists are able to help people and this makes them more accommodating and able to listen to patients concern or problem and be able to deal with it. The feeling seems to be that the system is generally good and very positive.**

9. **Surgery Questionnaire for Patients** – the group decided that they would like a copy of the past questions sent to them with the minutes so that they could compare and email /write their suggestions to you to avoid repetition and to make sure that the questions were pertinent and topical.
10. **NHS Choices Website** – advised group about this website and Dr Pitt explained that it has only a few comments on it about the surgery and that they are outdated. Please could everyone try and take a look and leave a comment (positive please !!) It would be good to see more recent comments.
11. **AOB :**
- a) David Gregory mentioned that there is now a revised bus route in operation to Herts & Essex Hospital. This runs approximately every ½ hour along the Dunmow road. Timetables will follow.
- b) Help at JTH Flu Saturday 19<sup>th</sup> Oct 2013 – Jane Page and Brian Sleafer both offered to help with the raffle again.
- c) Dispensary – Tony Saville raised the issue of problems in dispensary at Felsted in particular and highlighted the need for explanation to patients.

Gill Hornsby and Lynne O’Mahoney both explained the following :

It is not our intention that the service provided by Felsted Surgery should fall short of expectation but there are times where we have been unable to provide the service expected by the patients there.

These circumstances include –

- Reduced hours available surrounding a bank holiday.
- Felsted Surgery is closed on Wednesdays and Thursdays in the afternoon.
- Staff Holidays and Staff Sickness
- Medications that are unavailable or difficult to obtain.
- We are aware of the issues regarding waiting times and we have looked at ways of making the Dispensary more efficient.

With the new computer system we set up a Stock Control System in April which we have adjusted as we have become aware of inaccurate stock levels.

We have eliminated a Dispensary process which will enable us to get the Dispensed Items to the shelf quicker and ready for collection.

We have rearranged the collection area to one point and have put things in alphabetical order to help ease of finding.

Although the guideline from the Health Authority is that we have prescriptions ready for collection within 48 hours, could we ask that patients give us a little longer notice to ensure that items are ready for collection and if there is an item that is difficult to obtain we would ask that the slip for repeat ordering is handed back in on collection to ensure that we can obtain the item in plenty of time for the following month.

Hospital Prescriptions should always be handed in to the Dispensary and they can be actioned and passed to reception for scanning on to patients records.

Victoria Desmond commented that her recent experience of Dispensary was very good. The general attitude had improved and they were helpful and they had advised when items were out of stock or difficult to get hold of. Generally a great improvement all round.

**Meeting ended at 2.20pm.**

**Date of Next Meeting    Friday 17<sup>th</sup> January 2014 at FELSTED**