

# PATIENTS PRACTICE PARTNERSHIP

Friday 23<sup>rd</sup> November 2012

## MINUTES

**Present: Judith Harrigan, Anne Crisp, Jane Page, Brian Sleafer, Norman Billett, David Gregory, Tony Saville, Bill Miller, Dr Vernon, Dr Graves, Dr Tee and Annie Taylor**

1. **Apologies:** Dr Pitt, Kate Williams and Martine Burgess.
2. **Minutes of Last Meeting (14.9.12):** All agreed
3. **Matters Arising:** See items below
4. **Suggestion Box** – John Tasker House: 2 – 1) Make sure water tray on drinks machine is kept clean – build up of lime scale can look dirty – Annie to make sure this is checked regularly. 2) Request for more doctors and dispensary staff working on a Friday afternoon – Dr Tee advised staffing levels will be looked at once the new computer is in.
5. **Flu Saturdays Raffle** – The money raised from the raffle held at John Tasker House on the two flu Saturdays was £439.22 – the money is going to go to the St Clare Hospice. Felsted Surgery raised £660.00 by running the raffle over several weeks – the money to go to Farleigh Hospice. Thank you everyone for your help and support.
6. **Conservation Area – Martine Burgess/David** – David reported he had been to look at the Public Exhibition – concerns were raised regarding traffic – but nothing sorted. The area in front of the Chequers Pub was raised and has been recommended for repairs. Tony also went to the exhibition and was not impressed with John Boswell, as he couldn't answer Tony's questions. He only gave suggestions – they have no powers or funding.
7. **Food Bank** – Annie reported no meeting had been arranged – David had had an indirect approach regarding the food bank. There may be a possibility of having a distribution centre in Dunmow - more information needs to be gathered to see if it would be viable. Annie to arrange with Kate a meeting with David Gask as soon as possible.
8. **Felsted Pharmacy Application** – An application has been made by JT Health Limited for a pharmacy license in Felsted village. A letter was written from the Partners opposing this application, one of the reasons for opposing this application is Felsted Surgery would not be eligible to dispense medication to its patients any more with a pharmacy in the vicinity and this would not make it viable to keep the surgery open. Annie sent a letter to all the members advising what was happening. Several members of the group were disappointed the way this was handled. A meeting should have been arranged at Felsted to discuss this. Instead a number of disjointed actions happened. A coordinated and full consultation with each other would have led to a more effective and more appropriate response. Dr Tee apologised for not contacting the group before a response from the surgery was sent – this had to be done quickly before he went on holiday. He went on to state there were different stages before the licence was granted – Annie has asked the Health Authority for information on the process of an application (no reply as yet). Dr Vernon commented that more formal representation would be needed later on from everyone if the application was granted through the stages.  
Dr Tee also stated that having a licence does not mean a pharmacy would automatically be set up. Premises would have to be found first.  
Tony had found out the JT Health Limited only started a company in 2011 and no accounts had been submitted.

Annie apologised again to the members who thought the handling of this application was not done well. Annie will contact all members on any updates or information received regarding this application.

## 9. AOB

- a) **EMIS Webb** – A new computer system is being installed – training is in progress for all staff – the new system is running parallel with the old system at the moment. On Thursday 6<sup>th</sup> December the new system will only be available. Hopefully there will not be too much disruption to the surgeries. There will be appointments but will start later in the morning on that day. Notices are being put up around both practices and website to advise patients. The new system has the ability for patients to make/book their appointment on line – you will need to register with the practice first to allow access to this service – patients will be notified when this is available and what to do. Ordering your repeat prescriptions will change (not at the moment) and you will be able to order through the system instead of on the practice website. Again you will need to register through the practice first before accessing this service. Patients will be advised when this is available, and a cut off date when ordering repeats by the website will no longer be available. (Plenty of notice will be given).
- b) **Neighbourhood Planning – Woodlands Park GP surgery** – Jane has investigated into the draft plans which show a GP practice will be built at Woodland park and several people are convinced a practice will be built – after Jane contacted the clerk to Canfield and Margret Roding who looked into the NHS NE policy – there are NO plans for a GP practice to open.
- c) **Dr Vernon retiring** – Dr Vernon is retiring on 13<sup>th</sup> May 2013.
- d) **PCT move to CCG** – When the PCT ends and the CCG take over 1<sup>st</sup> April 2013 – David suggested inviting a representative from the CCG to one of the members meetings to discuss the role of the CCG and how it works. Annie will arrange.
- e) **Flyer** – Tony suggested for the next flyer – to have information regarding the ceasing of the PCT and the CCG now taking over and what (if any) how this will affect patients.
- f) **DNA** – Advising patients the lost of appointment hours due to patients not cancelling their appointment is a good idea – to be included on each flyer and a notice in the waiting rooms.
- g) **Dunmow & District Stroke Group** – Mr Billett raised concerns regarding their exercise class which takes place once a week – in the past they had someone from the hospital/local services taking the classes – with no notice or explanation this was stopped and now the group read from a book to do their exercises which is not very practical. Having someone come to do the classes was beneficial to the group physically and socially. Is there anyone he can contact? Suggestions were made to contact the Stroke Association and the Red Cross to see if they can help and advise.

**Date of Next Meeting Friday 25<sup>th</sup> January 2013**

**1.00pm**

**At**

**FELSTED SURGERY**