

PATIENT PARTICIPATION MEETING

MONDAY 4TH SEPTEMBER 2017

MINUTES

Present: Dr Tee, Iain Crawford, Gaenor Jones, Brian Sleafer, Gwen Salmon,
Roselyne Bloomfield, Vic Ranger.

Annie Taylor Kate Williams and Alison Andrews.

1. Apologies received from Jane Page and Judith Harrigan
2. Minutes of last meeting (27/6/17).
3. Matters arising (see below)

Annie advised that the new telephone system is now in place, there have been a few problems which BT are looking at.

T.V. in waiting room – this should be installed within two to three weeks' time. It will have information on the screen such as flu clinics and also other useful data which may mean that some of the posters can be removed from the waiting room as people will tend to look at the screen. There is also an option for patients to be called to the consultation room for their appointment. Felsted will also have a T.V.

Annie advised that digital dictation is now in place at both surgeries and is working well. Voice recognition will be added within the next few weeks.

4. DNA update – trend tables were handed out and discussed. There are DNA's at the HUB and discussion took place regarding the cancellation number that patients need to phone which is different to the normal surgery number. When an appointment is booked at the surgery the number is on the appointment slip and it is also given out over the telephone. The entry on the website has now been made clearer.

DNA's at JTH were up in June and have now fallen. Two persistent DNA "offenders" have been identified and Annie will keep a note of these. Annie also advised that one patient has been removed from our list due to abusive behaviour to the receptionists and also a clinician. The patient had one letter from the senior partner following the first incident last year. Further to this there was another minor incident which was not acted upon. However more recently the patient was again abusive and following contact with NHS England the necessary paperwork was completed and the patient has now been deducted and will need to register with another surgery. NHS England will write directly to the patient.

5. HUB update – Sunday appointments have not been reinstated but the HUB do offer Bank Holiday Monday appointments. JTH are utilising the HUB appointments but Kate reported that although they offer HUB appointments Felsted do not use as much. Generally it is felt that the HUB offer a good service and Gwen spoke from experience saying she felt the service was very good. It does ease the pressure on the surgeries, to see a specific GP at JTH can mean up to a six week wait. Vic enquired about named GP – do you have to see that doctor or is it still a case of seeing any doctor within the practice, Annie confirmed any doctor can be seen.

Annie reported that we have two new Registrars at the practice – Dr Abbas who is with us for six months and Dr Taylor who is with us for one year. Dr Disley (nee Dr Flavin) who was formerly one of our Registrars has now joined the surgery as a full-time salaried GP. Dr Menozzi is still with us as a locum GP and Dr Graham who has been on maternity leave will be coming back to the surgery in mid-October part-time working Thursday and Friday.

6. Suggestion box – none at JTH or Felsted.
7. Fund Raising Group – Following discussion with Jane Page, Annie has advised that a box for donations will be put up in the waiting room at JTH and also Felsted for patients to make donations. A sign will go up in the waiting room and possibly on the T.V. screen with details of what the donations will go towards. The surgery is in need of new lamps in the nurse's room where minor procedures are carried out. Dr Tee reported that the original lamps in the nurse's rooms were installed when the surgery was built and are now in need of replacement. The surgery also needs more blood pressure monitoring machines to enable patients to borrow and monitor their blood pressure at home. Discussion as to the positioning of the donation boxes and whether they should be transparent or opaque took place and also to the frequency of emptying the contents.
8. Neighbourhood Plan (Felsted) update – it was confirmed that the plan is now a 20 year plan and not 10 year plan. Geoff Roberts cancelled the meeting that was due to take place and it has been rearranged for this month.
9. On-Line Access – Both JTH and Felsted surgery remain active in promoting on-line access when patients register, come into the surgery and also when prescriptions are collected but we need to reach 20% by the end of March and currently we are only at 8%. The surgery will be having an on-line access campaign on the flu clinic Saturdays when there will be two receptionists in the waiting room (in addition to those on the front desks) helping people to sign-up for on-line access. This can be done without ID but patient will need to answer two questions relating to the surgery and they will only be able to access on-line appointments and medication requests, they will not be able to access medical records unless they can provide suitable ID. Acceptable ID – passport, photo driving licence.

10. Flu Saturday dates are as follows:-

Saturday 30th September at John Tasker House

Saturday 7th October at Felsted Surgery

Saturday 14th October at John Tasker House

Volunteers to sell raffle tickets – 30th September Vic, Gaenor and Gwen (JTH)

7th October Roselyne (Felsted)

14th September Brian (until 10.30) and Gwen.

It was felt that the tickets should be sold at £1 a strip this year, not £2. Kate is dealing with the Harrods Bear.

11. Patient complaints – none.

12. The future developments at Great Easton and other sites in Great Dunmow were discussed as was the proposed future move of Helena Romanes School and subsequent development of the existing site and the impact this would have on medical facilities, schools etc.

Meeting closed at 2.10

Next meeting 12th December 2017 at John Tasker House