

PATIENT PARTICIPATION MEETING

TUESDAY 12TH DECEMBER 2017

MINUTES

Present: Dr Tee, Dr Graves, Dr Tideswell, Dr Taylor, Brian Sleafer, Judith Harrigan
Annie Taylor and Angela Turner

1. Apologies received from Jane Page, Gaenor Jones, Gwen Salmon, Roselyne Bloomfield and Vic Ranger
2. Minutes of last meeting (04/09/17).
3. Matters arising (see below)
4. DNA up-date – looking better in comparison with last years figures , still high – it does not include the weekend appointments. October was high probably due to the flu clinics.

This will improve even more as a new system was put in place on the 20th November with the appointment text reminders:

There is a message saying 'if you are unable to keep the appointment, type cancel and forward'. This will cancel the appointment on the appointment system.

AT has made a note of the starting date and will check in a couple of months to see if any improvement on less DNA's

5. TV in waiting room – any feedback:
JH thinks a good idea as will save the receptionists time
BS yes as long as we don't have TV programmes
6. Suggestion Box
 - a) The back gate needs urgent repair – AT to arrange
 - b) Improve nothing – everyone is very kind and helpful
 - c) Implement electronic prescription system to link in with Lloyds pharmacy – we do not use an electronic prescription system, so unable to offer at this time
 - d) Put signs up in the waiting room to remind people to not park in the disabled drop-off space – and to add a message on the TV
7. Fund Raising Group – no update at present

8. Neighbourhood Plan (Felsted) – update

Dr Tee reported that a piece of work is currently with the CCG on the viability of five sites:

- i) Watchouse Green
- ii) Chaffix
- iii) Memorial Hall
- iv) Old telephone exchange
- v) Bury Farm

The preferred site for the practice is Bury Farm which is s on the left after Fritch Green before the first house on the left on the road to Felsted from Great Dunmow. The other sites have transport implications with Felsted School traffic. Roy Ramm from the Neighbourhood Group would also support us in this site.

9. Online Access – we have 12% of patients now as we signed a lot of patients up on the flu clinic days. We still need to have reached 20% by the end of March 2018.

Flu Saturdays – raffle monies

Thank you very much for your help and support – we raised £585.00 which we are putting towards new lights in the nurse's room for minor operations.

10. Patient Complaints – none

11. AOB

- i) Dr Tee notified the group of Red's passing in November 2017. Red was a Practice nurse at the surgery for over ten years.

Meeting closed at 13.40

Next meeting Tuesday 27th February at Felsted