

PATIENT PARTICIPATION MEETING
Tuesday 19th February 2019
MINUTES

Present Kate Williams, Angela Turner
Gwen Salmon, Brian Sleafer, Iain Crawford and Vic Ranger

1. Apologies received

Judith Harrigan and Gaenor Jones

2. Minutes of last meeting (20/11/18)

Discussed and agreed

3. Matters arising (see below)

4. DNA up-date – Hand-out given and discussed

Figures have improved on last year especially the GP figures at JTH, with not much change at Felsted.

IC asked if appointments that have been booked longer could receive a text a week in advance as well as the 24 hours in advance? **KW to ask HM**

5. Suggestion Box

Nothing in the box at Felsted, lots at John Tasker House surgery:

- a Nothing needs to be changed, I love everything about it, with a drawing
- b We all agree NHS staff should receive full financial benefits for the great work you ALL do. Thank you
- c Have animals to pet whilst waiting
- d Please repaint the wall
- e Telephone x 2 - please change to tell how many people waiting in the queue and cuts off – patient had to come in to book appointment
- f Dispensary – wording negative on notice WILL NOT be processed, could change to 'Requests submitted over the weekend WILL BE processed on the Monday' etc... to be friendlier
- g Dispensary x 2 – needs to be sorted, always have to wait, sometimes for 30 minutes
- h Reception x 3 – some receptionists can be rude, especially when dealing with mental health patients and ask too many questions, also moving as though they have weights on their ankles, would like them to be more polite
- i Pat in dispensary, lovely – very polite, professional and helpful. Thank you

6. Neighbourhood Plan (Felsted)

VR advised that meetings with the CCG are taking place with regard to a new Felsted surgery which will reduce the number of patients at John Tasker House surgery as Little Dunmow and Flitch Green patients would attend the Felsted surgery.

However, the council are unaware of what the Partners are thinking and would appreciate a meeting with them to discuss so that he can then report back to the council. Dr Tee and Dr Pitt need to discuss Felsted, prior to this **KW to arrange**

The first stage in the bigger planning picture is the Felsted surgery and then a discussion can be held with regard to the standing/growing numbers for John Tasker House surgery with a forecast to cope with the growth in numbers due to all of the proposed development, Easton Park, south side of Tesco and opposite Tesco. There is money in the system which the CCG will provide when surgeries are agreed upon.

7. On line Access

Please continue, we will know the percentage at the end of March and will advise at the next meeting. KW explained how the appointments are released.

8. Comments for NHS Choices - www.nhs.uk

There are two positive comments on the choices website.

9. Staff Photos update

We will continue with this in the new year.

10. PPG – New members

BS has spoken to a couple of people but not taken up. KW suggested we do an email shot to the virtual group. **KW to arrange**

11. Flu Saturdays – Monies raised

£845.80 was raised between the two surgeries which means a new micro-suction machine can be bought along with other items.

A suggestion was made that either posters or on the screens a 'Thank you to all patients that contributed' with a description of what has been bought for the Practices is placed. GS asked who had won the raffle prizes as she is often asked. KW explained, unable to due to Data Protection.

12. New GP's

Dr Saima Afseh has joined us as a GP Registrar for 18 months.

13. Physiotherapist – In house

A reminder that Daryl offers first contact appointments at John Tasker House surgery every Tuesday.

14. Patient Complaints

None to date.

15. AOB :

i BS as last meeting reported problems with ordering prescriptions for both himself and his wife online. KW asked him to write his medication down and they would be looked at as may need to be added to the system again.

li KW advised group that Anne Crisp, a former member had sadly passed away on 31st January 2019. A lovely lady, with lovely memories of her.

Date of next meeting – Monday 13th May 2019 at John Tasker House