

PATIENT PARTICIPATION MEETING

Tuesday 20th November 2018

MINUTES

Present Annie Taylor, Kate Williams, Gwen Salmon
Gaenor Jones, Brian Sleafer and Dr Tee

1. Apologies received

Judith Harrigan

2. Minutes of last meeting (03/09/18)

Discussed and agreed.

3. Matters arising (see below)

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

Figures still improving and this may be due to text messaging. These help remind patients of appointments and ability to cancel if no longer required.

5. Suggestion Box

Nothing in the box at Felsted.

Key has been lost to the box at JTH. Once open will report to next meeting.

6. Neighbourhood Plan (Felsted) – The proposal for the new surgery on the Bury Farm site continues. There is currently negotiation between all parties. The proposal is that the provision of social housing should be shelved for the provision of a surgery. There are lots of political issues surrounding this. If the land is donated the developers would need to make up the profit lost. The cost of a new surgery is approximately £1 ½ million. They would need to make up the profit as 40% needs to be made up of social housing. In the past they have used Section 106 monies to re-locate social housing but the surgery would need to be built first before the houses to ensure that that adequate provision is guaranteed. We are being very proactive with regard to provision of services. Facilities in Dunmow must be provided also, there are 10,000 houses due to be built at Easton Park.

7. On line Access

The numbers are increasing slowly. Still need to encourage more people to sign up. Please encourage +++

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

To remind people to add positive comments as we still need to have lots of positive Input on the choices website.

9. Staff Photos update

We will continue with this in the new year.

10. PPG – New members

Need to try and encourage new members in 2019. To review at next PPG meeting.

11. Flu Saturdays – Monies raised

John Tasker House raised £459.00 over the two Flu Saturdays and thanks to all that helped sell tickets.

Felsted still running their raffle as only one Flu Saturday date and want to maximise funds raised.

Raffle to be pulled first week in December.

12. New GP's

Dr Graves has retired from the Partnership but she is staying for 2 days as a salaried GP.

Dr Lisa Menozzi is our new Partner for 3 days a week.

Dr Sarian Taylor is our new salaried GP for 2 days a week.

Dr Jo Ward is our new salaries GP for 2-3 days a week.

13. Physiotherapist – In house

We have a new physiotherapy service provided by the CCG. Her name is Daryl and she has appointments at JTH every Tuesday. She is a First Contact Physio so she can only see patients who have not been seen by a GP or Physio before. The CCG have set the criteria and we cannot refer outside of it.

14. Patient Complaints

None to date.

15. AOB :

Brian Sleafer reported problems with ordering prescriptions for both himself and his wife.

There appeared to be problems with Yogi collecting prescriptions and how these were ordered.

There were also queries about ordering certain medications and how these did not appear on repeat medication. Dr Tee explained how the system works and how medications are re-authorized according to their type.

Advised to note any further problems and report anything further.

Date of next meeting – Tuesday 19th February 2019 at John Tasker House.