

PATIENT PARTICIPATION MEETING

Friday 23rd September 2016

MINUTES

Present: Jane Page, Samantha Cox, Gwen Salmon, Gaenor Jones, David Gregory
Brian Sleafer, Ian Crawford, Vic Ranger, Annie Taylor, Kate Williams, Dr Pitt,
Dr Stemp and Angela Turner

Introduction of new member: Vic Ranger

Conflict of interest: Vic Ranger – District Councillor

1. **Apologies** - Judith Harrigan.
2. **Minutes of last meeting (01/07/16)** - agreed
3. **Matters arising (see below)**
4. **DNA** – The number of DNA's for July and August are down.

KW - If patients DNA more than three times they receive a letter from the Practice. IC asked if we are able to expand the 'confirmation of appointments' text messages to reply if need to cancel, unfortunately not at this time. Patients are able to cancel online if they have registered for the online service and have booked their appointment this way or telephone and press 3 which will come through to cancellations at JTH

5. **Hub update** – Wednesday evening has been introduced

BP – at the moment we have to do any referrals but there are queries over:

- Will it continue to be funded or will this be withdrawn
- What happens if funds are withdrawn
- As it is subsidised other parts of the service are squeezed

IC – how many DNA's? Not sure at the moment

6. **Takeley Pharmacy/Licence for Felsted** – No update

BP - we have not heard anything

IC - there is no blocking application

7. **Suggestion Box** – None

8. **Fundraising Group update – Flu days** - AT + KW have organised prizes for the flu days – there will be notices up on the walls at both Practices

The Practice would like to raise money for a 24 hour blood pressure monitoring machine which costs £1,200.00. BP explained the criteria has changed for measuring blood pressure with either home blood pressure checks or the 24 hour check for an average reading.

GS – last year we raised over £700.00

BP – Thank you to everyone for helping

SC + JP have looked into fundraising

JP - Daniel Robinson have a Golf day each September where they raise a lot of money which they prefer to give to 'life-saving' funds

SC – Stansted passenger community fund will match funds that have been raised so we need to raise some money before we can apply to them

SC – has spoken to Sue Barker, they tend to give to the brownies

BP – we have bought more chairs with arms, couches that move up and down and more recently a new cryo machine

9. Neighbourhood Plan (Felsted) update – No updates

10. Patient Complaints – None

11. AOB –

a) BP – Dosset Boxes – currently made-up for four weeks at a time, issued on the same day. We need to issue for one week only at a time. This may cause issues with collections for some patients

Would this group be able to help with giving their names and time to be called-upon to deliver if a need arises?

KW – we have three people at Felsted which works efficiently and has done for the last three years

BP – there could be trust issues - the medication would be in sealed bags with a sticker with the patient's name, with nothing saying what the medication inside is

AT – would need to sign a confidentiality form

Agreed to be considered and discussed at the next meeting

b) AT – would you be happy to change the day of the meeting as Friday is my day off and I have come in for the last seven years. It was agreed to change to a Tuesday although it would still be held on a Friday when the meeting is held at Felsted

12. Meeting closed at 14.00

Date of next meeting TUESDAY 13TH December 2016

at John Tasker House