

PATIENTS PRACTICE PARTNERSHIP

Friday 13th June 2014

MINUTES

Present: Dr Tee, Dr Pitt, Samantha Cox, Tony Saville, Bill Miller, Jane Page,
David Gregory, Anne Crisp, , Brian Sleafer, Judith Harrigan
Kate Williams and Annie Taylor.

1. **Apologies:** Martine Burgess, Victoria Desmond, Norman Billett Dr Robson, Dr Graves, Dr Tideswell
2. **Minutes of Last Meeting (17.1.14):**
3. **Matters Arising:** See items below
4. **Felsted Pharmacy Application-** Dr Tee advised that there was nothing new to report on the pharmacy application. The company have until the end of August to open a pharmacy otherwise the application will be null and void. The address given is that of the Indian Restaurant in Braintree Road but the owner has recently made extensive refurbishments to the property and has signed a lease going forward. Also a change of use would need to be granted. Felsted School and Blandford House Surgery are not aware of any pharmacy application being made. The art shop in Felsted was empty but this belongs to the school and has since been re-let. Annie advised that the partners would be having a meeting to discuss the way forward when the pharmacy licence expires, it was suggested that John Tasker Surgery may apply for the licence in the same way as Anup has at Takeley.
5. **Next Flyer** – The flyer has still not been done – apologies from Annie. This will be done by summer.
6. **Jennie Knight – feedback?** No further feedback felt necessary.
7. **Patients' Booking in Screen – An audit has** been carried out on the usage of the screen and on average 39 patients a day use the screen with 13 being the least.
8. **Suggestion Box** –
 - May I suggest that the dispensary staff be increased on the days before a Bank Holiday weekend so that the queue of patients waiting to collect prescriptions is kept below the 12-15 that it was recently. Prescriptions collection should be encouraged in the days before such holiday weekends.
 - Make the vaccination form available to download from your website and emailed back – saves trips! Already on website – but unable to e-mail back can be faxed or posted.
 - May I suggest that you review all the posters around the surgery. – being done
Use notice boards rather than walls and doors
Group them – Support groups
General health advice
Surgery info/rules
 - Discuss ways of enforcing the “no mobile phone use” as I saw 4 people playing on their phones in the waiting area.

Bill asked if Felsted waiting room could be reviewed for non-essential paperwork.

9. **Tour de France (Monday 7th July)** – This only affects Felsted Surgery but the surgery will remain open all day. Kate and Leigh will be at the surgery. Dr Pitt will be on duty, there will be a dispenser and health care assistant available. The appointments will be emergency only, no pre-bookable clinics that day. There will be no vehicle access although the URC have offered their car park but this is very small and there is a chance it would be difficult to get a vehicle out in case of need for a visit. A discussion took place regarding crowd numbers.

10. **General Appointments feedback** – It is becoming more and more difficult to get an appointment. Annie distributed an article from “Transforming Primary Care” which states “*NHS England Essex revealed that patient within a quarter of the practice across Essex are waiting more than two weeks for a routine appointment to see a GP*” The doctor patient ratio is approximately 2000 patients per GP. List size at Felsted has not increased a great deal. Annie reported that we have locums here for the next two months to cover long term leave and maternity leave. It was suggested that this was put in the next newsletter as well as details regarding the Tour de France.

11. **CCG patient/Citizen Group**

Bill asked what the view of the practice was on attending. Annie commented that it is for the patient group to attend. Harlow and Epping patients would be there also. Uttlesford Health Ltd was discussed. Dr Tee explained that eleven practices in Uttlesford have set up Uttlesford Health Ltd to enable services to be purchased to stop other companies taking over services.

12. **Surgery questionnaire for patients**

Annie reported that the surgery questionnaire is not needed this year. However it was felt that carrying out a survey is good for the practice and that it should perhaps be more patient group focussed. Annie has asked for volunteers. Questions to be submitted for the survey and to be discussed at next meeting on 12th September with a view to handing out questionnaires October/November.

13. **A.O.B.**

Remuneration changes were discussed.

There is now going to be a frailty register for the over 75's registered at both surgeries. If a patient is on the frailty register they will be discussed at a Multi-Disciplinary Team meeting to discuss hospital attendances and if they can be avoided. The team will possibly consist of GP, District Nurse/Community Matron and if applicable a Social Worker. Letters will be sent out to patients giving them the name of their nominated GP.

Jane advised there was a problem in obtaining eye-drops; Kate reported that we are having supply problems at present.

David advised that the 133 bus through Felsted village at 9.30 does not run any longer and the next bus is at 10.30 and this has an effect on patients wishing to get to the surgery for their appointments.

Tony asked if the dispensary manager has authority to change medication. Dr Pitt advised the system used by the surgery is known as Script Switch which we are required to use by the CCG. The system gives the best value named drug to be prescribed and that a note should go in with the prescription if a change has been made to explain that the medication is the same but may be in different packaging and have a different supplier name. Tony was referring to the Olmesartan to Candesartan and then back to Olmesartan medications switch and that no note regarding this switch had been put in with medication.

Question asked if John Tasker House patients can go to Braintree to have a blood test. This is possible but the patient must advise the doctor of their wish as a different blood request form is used for Braintree. It was felt that a message should be sent to clinicians to say that forms are in the nurse's room.

Tony asked if we have an Aims and Objectives of which we do not. Tony to organise and bring back to next meeting to agree.

Discussion regarding proposed 750 homes at Flich Green as part of 3000 house site. Dr Tee advised that the surgery is aware of this.

Meeting closed at 2-15pm

Date of Next Meeting

Friday 12th September 1.15pm at Felsted