

# PATIENTS PRACTICE PARTNERSHIP

Friday 17<sup>th</sup> January 2014

## MINUTES

**Present:** Dr Tee, Dr Pitt, Samantha Cox, Tony Saville, Bill Miller, Jane Page,  
David Gregory, Victoria Desmond, Anne Crisp, Norman Billett,  
Kate Williams and Annie Taylor.

1. **Apologies:** Martine Burgess, Brian Sleafer, Dr Robson, Dr Graves, Dr Tideswell
2. **Minutes of Last Meeting (11.10.13):** All agreed
3. **Matters Arising:** See items below
4. **Suggestion Box** – John Tasker House: 2 – 1) *Doctors and Dispensary are very slow, waited 45 minutes to see the doctor and another 45 minutes in dispensary- not acceptable especially with a poorly child – needs to be fixed* – Some patients seeing the doctor can take longer than the 10 minute allocated time which contributes to the doctor over running – with the triage system doctors ringing patients can also take longer – patients being seen in a routine appointment get more annoyed rather than those who have been given an “emergency appointment on the day – a suggestion was to get feedback from the patients by including a question about waiting times in the practice questionnaire. The dispensers work very hard and the volume of work going through to the dispensary during peak times (when all the clinicians are holding surgeries) means sometimes patients are kept waiting. It was suggested to have a sign up to inform patients when the peak times are and they may be kept waiting – patients can then decide for themselves to come at less busy times. 2) *Scrap the “New” service approach patient care has positively declined since Sept.* – not sure what this patient was referring to – if it is the triage system – the practice has had positive feedback from patients. Felsted – NONE. Tony Saville commented the dispensary at Felsted had greatly improved and was much better organised.
5. **Felsted Pharmacy Application** – Dr Tee has spoken to Richard Silcock who informed him JT Health had contacted him regarding available space to set up a pharmacy. The shop and estate agents are the only two premises which have been approached (which the practice knows of). It is unsure whether they have approached Felsted School. JT Health have until 14<sup>th</sup> February to find premises and submit a business plan before the licence expires – if the licence expires, it may be possible for the practice to apply.
6. **Next Flyer** – The flyer has still not been done – apologies from Annie – but will get it done by April – several suggestions to include: appointments can book ahead – shingles vaccinations – re-ordering of prescriptions 48 hours notice – what commissioning is all about.
7. **CQC Inspection** – *The Care Quality Commission (CQC) makes sure hospitals, care homes, dental and GP surgeries and all other care services in England provide people with safe, effective, compassionate and high quality care, and encourages these services to make improvements. The CQC does this by inspecting services and publishing the results on its website to help you make better decisions about the care you receive.* The practice had their on Monday 30<sup>th</sup> December 2013. The inspection went very well; the inspectors spoke with staff and patients. Brian and Anne came in to represent the Patient Group and gave a glowing account of both surgeries. Overall the practice is well run and staff very polite and courteous.

There are areas at both practices which will have to be changed with regards to infection control; flooring in clinical areas to change to lino from carpet and curtains changed to disposable ones – this does not have to be done immediately – can be done when old carpets and curtains are replaced. The report will be published on the CQC website – Annie will find out if the link can be put onto the practice website for patients to view as well.

8. **General Appointments feedback** – General feeling the “triage system” is working very well and patient’s feedback from the CQC inspection is they think it is a lot better. To include a question in the practice questionnaire asking how patients found using the “emergency” appointment triage.
9. **Surgery questionnaire for patients** – Annie has had a good response from the group and “virtual group” of questions to include in the questionnaire. All agreed appointments, waiting times for seeing the clinician with explanation? Using the on line appointments, visiting the website, contacting the surgery, DNA’s – response to the new triage - these are a few. Annie to compile a questionnaire and will e-mail/send out to all group member and virtual group before making available to all patients in the surgery and online. Tony Saville commented when the questionnaires are analysed the results and published report will show to which surgery the results apply. He felt it is necessary to differentiate between JTH and Felsted surgeries. He feels sure that Felsted surgery patients will wish to see the results of how Felsted registered patients voted and not to be lumped in with the greater numbers that attend JTH.
10. **AOB**
  - a) DNA's (did not attend) - Samantha Cox commented that DNA’s had reduced slightly, whether this is to do with the triage system not sure – suggested to have a question in the questionnaire for feedback asking patients did you know you can ring the surgery and press option 3 to cancel your appointment (at John Tasker House only) do you cancel you appointment if not needed?
  - b) **Felsted Residential Parish plan** - Tony Saville asked if anyone had seen the plan – response was no – Tony to obtain a copy and have on view at Felsted surgery.
  - c) **Development Dunmow** – Dr Tee has contacted Andrew Taylor from Uttlesford District Council to arrange a meeting to discuss the new developments coming to Dunmow and provision and impact to existing practices. . The partners were made aware of a huge development plan west of Dunmow on the old A120 opposite Tesco’s – “Buttleys Lane” - 400 dwellings a provision of a new Health Centre of approximately 1800m2 floor space and the development of a new secondary school. The site of the existing Helena Romanes School to be used for development. The size of the medical centre is approximately the combined size of John Tasker House and Angel Lane surgeries –is there a case for consolidating Angel Lane and John Tasker House surgeries on this site, and increasing the floor space format slightly to cater for some of the existing deficit plus planned growth, or would the new centre be as well as the existing practices? what about Little Dunmow with a planning application proposing 750 dwellings? These questions need to be answered.
  - d) **Visit from Jennie Knight (previous meeting)** – Bill Miller commented the presentation was not good all jargon and he wasn’t impressed - the group agreed - she couldn’t answer general questions which were asked – still waiting for answers which she advised she would get back to them – Tony Saville commented none of the members could remember the questions which Jennie was asked to provide a response. We did not see Jennie make any notes regarding the questions that were asked. It was therefore suggested that if Jennie cannot remember the questions and provide responses that she is

invited back to one of our meetings. Annie was unaware there were outstanding questions and will chase Jennie next week.

- e) **Braintree Community Hospital** – David Gregory raised concerns about Serco the hospital business provider pulling out from running the hospital – would this effect patients going to the hospital. Kate Williams explained patients going for blood tests don't actually attend the hospital they attend St Michaels not the community hospital. – The hospital works closely with Broomfield Hospital in Chelmsford so if you need to use the services at either hospital your test results, images and other essential notes can be transferred seamlessly. The majority of our consultants work on both sites. They are also able to directly refer you on to Broomfield Hospital if additional treatment is required at any time. Hospital consultants work both at Broomfield and Braintree – as long as the consultants from Broomfield do not pull out – services will not be affected.
- f) **Patients Booking in Screen** – Victoria Desmond asked if the practice knew how many patients actually used this system. Annie didn't know. Patients are encouraged to use it, especially when the receptionists are busy. Annie to find out if it is possible to audit how many patients have used it.

### **Date of Next Meeting**

**Friday 21<sup>st</sup> February 1.15pm JTH**

**(To analyse, discuss and prepare action plan from patient questionnaires)**