

# PATIENTS PRACTICE PARTNERSHIP

Friday 29<sup>th</sup> June 2012 (at Felsted Surgery)

## MINUTES

Present: Dr Vernon, Dr De Silva, Bill Miller, Martine Burgess, Norman Billet, Anne Crisp, Jane Page, David Gregory, Annie Taylor, Kate Williams

1. **Apologies:** Dr Graves, Dr Tideswell, Dr Tee, Dr Pitt, Brian Sleafer, Judith Harrigan, and Frank Silver, Tony Saville, Rev'd David Vincent,
2. **Minutes of Last Meeting (27.4.12):** All agreed
3. **Matters Arising:** See items below
4. **Suggestion Box** – There are no suggestions from either practice – A few comments had been written on the board at Felsted Surgery: 1) A request for the GPs to keep to appointment times. 2) More Doctors at Felsted 3) Access through the front door – pushchair problems. This has been addressed and would be very costly as a porch would have to be built and existing alarm system moved. The existing door does go back and stays open – if the practice proposed any new construction this would be looked at again.
5. **Phone System** – Some patients have experienced difficulties getting through to the surgery, they had been waiting a long time on the phone to be answered and then they were cut off. Annie has had the system checked and all is working as it should be. Please can you inform Annie if you hear of, or have any problems getting through on the phone.
6. **DES Patient Participation Group** – The Virtual Group is still growing the numbers are now 156. The completed survey and paper work has been sent to the PCT the only response was a thank you but no feedback.
7. **Patient Survey Flyer** – The group members were very pleased with the flyer. From several comments which were feedback from the virtual group suggesting combining both practices onto one flyer which has been successful. It is available in both the surgeries waiting rooms, on the Practice website and is being attached to prescriptions for patients. At John Tasker House over 400 have been given out already. It was agreed to have another flyer to go out in September – *so please can everyone think about what they would like on this flyer and bring suggestions to the next meeting on 14<sup>th</sup> September to discuss.*
8. **Conservation Area – Martine Burgess/David Gregory** Martine and David were to attend a Parish Council meeting where Mr John Bosworth – (retired councillor) was suppose to be giving an account of the review list where Felsted Parking Surgery parking and appearance is top of the list, but unfortunately this didn't happen. Instead Mr Bosworth is preparing proposals to put out for consultation. Hopefully there will be another general meeting, and Martine and David will keep the group posted.
9. **Dispensary Bags** - The bags have changed and look expensive, at the last meeting a question was raised are they more expensive than the other paper bags which are quite substantial. Annie has checked with the dispensary managers and the bags are slightly more expensive than the existing paper bags but cheaper than the small plastic bags, and these bags are far more robust for carrying bottles.

10. **AOB**

- a) **PCT going** – Dr Vernon informed the group the PCT (Primary Care Trust) who are responsible for purchasing clinical services are going from the 1<sup>st</sup> April 2013 and in its place will be the CCG (Clinical Commissioning Group) which is GP lead.
- b) **CQC** (Care Quality Commission) are a commissioning group who check whether hospitals, care homes and care services are meeting government standards. GP practices now have to register to comply with the government.
- c) **Development in and around Dunmow** – Jane produced some documents which she has picked up at the council offices which highlight the proposed areas for development – with the building of 1,100 houses. There is a comment form with the documents which Dr Vernon offered to complete on behalf of the practice regarding numbers of patients already registered.
- d) **Foodbank** – David Gregory asked if anyone was aware of this charitable organisation who gives emergency food to local people in crisis. Our local foodbank is situated at Christ Church, London Road Braintree. They work with frontline care professionals such as doctors, health visitors, social workers, CAB and police who identify people in crisis and issue them with a foodbank voucher. This enables the person to bring their voucher to a foodbank centre where it can be redeemed for three days emergency food. David suggested we ring Mrs Slater and ask for a pack. Kate will get in touch with Mrs Slater to arrange packs for each practice.
- e) **Parking Tickets at Broomfield** – Felsted United Charities provide tickets for Felsted Patients to allow them park at Broomfield hospital free of charge. These tickets are bought by the local charity with the agreement and goodwill gesture of Broomfield hospital. Unfortunately this charitable service is being abused – some patients are photocopying the tickets and issuing them to other people. The Felsted charity and Kate are in discussions with Broomfield hospital but it looks as if it may come to an end, which will be a shame, as it has helped so many patients. Kate to put up a notice at Felsted surgery and will keep the group updated.

**Date of Next Meeting    Friday 14<sup>th</sup> September 2012**  
**1.00pm**  
**at John Tasker House.**