

PATIENTS PRACTICE PARTNERSHIP

Friday 7th June 2013

MINUTES

**Present: Dr Tee, Dr Graves, Dr Tideswell, Dr Pitt, Dr Robson,
Brian Sleafer, Martine Burgess, Jane Page, Tony Saville, David Gregory,
Anne Crisp, Victoria Desmond, Sam Cox, Bill Miller,
Annie Taylor and Kate Williams**

Annie opened the meeting by welcoming and introducing two new members Sam Cox and Victoria Desmond.

1. **Apologies: Norman Billett**
2. **Minutes of Last Meeting (18.3.13): All agreed**
3. **Matters Arising: See items below**
4. **Suggestion Box** – John Tasker House: 4 – 1) *Sitting and waiting for 15 minutes for a sit and wait “Emergency Appointment” – too long to wait* – some patient’s consultations take longer than others – the GP’s and nurses try to see patients as soon as possible – to put up a sign to patients stating one problem one appointment – if you need to discuss more to make a double appointment. 2) *Waiting 35 minutes for prescription and then being told the item is out of stock* – Hopefully with the new stock control system the practice has installed this will help with the stock control. 3) & 4) *Queue for waiting for prescriptions and small area to wait* – This is sometimes a problem – Dr Tee will liaise with the Dispensary Managers to see what measures can be put in place to alleviate this. One suggestion - for the dispensary team to message the GP’s when a large queue is forming – so the GP’s can give the patients they are seeing the option to come back later. Another suggestion was made to have a ticket machine – the practice will look into this. Mr Saville suggested going back to two months supply of drugs which would help – Dr Pitt stated we are unable to do this due to a directive from the Department of Health – statistics show that by only have 1 months supply reduces wastage and by reducing wastage this reduces costs. Felsted: 1) Could a baby changing table be put into toilet - Yes – Kate to arrange.
5. **Conservation Area – Martine Burgess/David Gregory** – no update to carry over to next meeting
6. **Next Flyer** – Everyone agreed to have information explaining what the CCG (Clinical Commissioning Group) do and how it will affect patients. To also have information about the following vaccinations/immunisations – Flu, Herpes Zoster (shingles), MMR (Measles Mumps and Rubella) catch up and Men C (meningitis c). To have DNA (did not attend) figures and a note to advise patients they can make on line appointments.
7. **Online Appointments** – Patients can now book their appointments online – a couple of members from the group have already signed up and are using this facility – they have found it easy to use. The practice to communicate more to patients this facility is available – Annie to look into having a link on the website.

8. **Felsted Pharmacy Application** – J T Health LTH has put in a letter of appeal to the Heath Authority – appealing against the PCT decision not to have a pharmacy in this locality and is asking the appeals authority to overturn the decision. This appeal application is robust but NOT factual. If Felsted Surgery lost dispensing then it would not be viable to stay open. Medical services from Felsted would transfer to John Tasker House. Patients from Felsted coming to John Tasker would probably get their prescriptions from Dunmow instead of Felsted!!

Felsted is a small business – fact: the Partners are happy to improve services – possibility to open Wednesday and Thursday afternoons. Do we open up Felsted to Little Dunmow/Fritch Green patients – there would be concerns due to the space at Felsted. The Partners to put a business case together against the appeal - We need a patient response (like last time) which was a major asset in getting the last application turned down. Tony Saville agreed to lead the patient response. He will compile a letter and get together with Kate who will copy the letter and they will both organise delivery of letters. Tony also suggested contacting the Dunmow Broadcast and Bill suggested a petition at the surgery - Tony agreed to arrange both. Any news/information to be fed back to the group.

9. **AOB**

- a) **DNA (Did Not Attend)** – Sam Cox expressed her concern over the number of DNA's – The practice needs to advertise this more and make patients aware – The practice writes to patients who continually DNA but having monthly figures and posters may help. Figures to be put onto the practice website and to have as a fixture on the practice flyers and newsletters. .
- b) **Takeley Development** – Jane Page reported that 350 house have been approved. Another application for 300 houses along the Fritch Way - Takeley to the Lion and Lamb has not gone in yet due to a hold up with the “highways”. Dr Pitt and Annie attended a meeting at Uttlesford District Council with Claire Morris who is the Accountable Officer for the CCG. There is a lot of new build approved for Dunmow 1,500 houses. This includes a 70 bed residential home. There is no “national agreement” which education has – so after 50 houses built – money is given to education – with health the UDC are only obliged to look at and consider health. We have suggested the CCG look at local agreements from other areas – and propose to implement an agreement with UDC so this too would become part of the planning permission obligation.
- c) **Watch House Green** - 25 houses have already been approved for planning

Date of Next Meeting **Friday 16th August 1.00pm at JTH**