

# PATIENTS PRACTICE PARTNERSHIP

Monday 18<sup>th</sup> March

## MINUTES

**Present: Judith Harrigan, Anne Crisp, , Brian Sleafer, Norman Billett, Bill Miller, Annie Taylor and Kate Williams**

1. **Apologies:** Jane Page, David Gregory, Tony Saville, Martine Burgess, Dr Pitt, Dr Vernon, Dr Graves, & Dr Tideswell
2. **Minutes of Last Meeting (23.11.12):** All agreed
3. **Matters Arising:** See items below
4. **Suggestion Box** – John Tasker House: 3 – 1) *Making online appointments* – this facility is NOW available to patients. 2) *Dispensary design – patients can hear majority of what is said between staff and patients – would acoustic lining reduce this?* – unfortunately acoustic lining is not an option again due to the design of the dispensary. 3) *Patients living in Flitch Green/ Little Dunmow why can't they register at Felsted – shorter distance to go* – Felsted surgery does not have the capacity to take Flitch Green and Little Dunmow Patients.
5. **Conservation Area – Martine Burgess/David Gregory** – no update to carry over to next meeting
6. **Food Bank** – Vouchers are now assessable at both Felsted and John Tasker House. The distributin centre is at Braintree – they maybe a possibility of one in Dunmow and Thaxted.
7. **Felsted Pharmacy Application** – Update – The practice has recently received a letter from Melanie Watson requesting more information (financial) on why we would have to close Felsted Surgery if a pharmacy application went through. Dr Vernon has sent a reply (stating the financial implication) which is staffing costs are more than dispensary income - so if we lost the dispensary income then the only way we could make up the loss and continue as a viable business would be to close Felsted Surgery and recruit all the staff in Dunmow. This information has not been e-mailed to group members as very recent and update to be given at this evenings meeting.
8. **Next Flyer** – As agreed at the last meeting to have a flyer explaining the CCG (Clinical Commissioning Group) and how it will effect patients. To also have information regarding online appointments. Kate & Annie to draft a copy for members agreement.
9. **Practice survey - update**  
The practice has undertaken three surveys in the last two years two from CFEP and one the practice own.

10. **AOB**

- a) **Dr Vernon retirement – who will take on his registered patients** – all his registered patient will automatically be transferred to Dr Tom Robson.
- b) On line appointments are now available – you will need to register first by bringing into the surgery a photo for identification e.g passport, driving licence, bus pass. You will be asked to complete a form – and once this form had been processed at the practice you will be given a letter with instructions and codes on how to register on the internet. Once you are registered you will also be able to access your medication to order repeat prescriptions.

c).

**Date of Next Meeting    Friday 25<sup>th</sup> January 2013**

**1.00pm**

**At**

**FELSTED SURGERY**