

PATIENT PARTICIPATION MEETING

Friday 1st July 2016

MINUTES

**Present: Dr Tee, Dr Graves Jane Page, Samantha Cox, Brian Sleafer, Gwen Salmon,
Annie Taylor and Alison Andrews**

- 1. Apologies** - Kate Williams and Judith Harrigan.
- 2. Minutes of last meeting (29/4/16)** - agreed
- 3. Matters arising (see below)**
- 4. DNA** – The number of DNA's for April and June have decreased which is good news.
- 5. Hub update** – Annie reported that there are usually available appointments at the HUB and these are being utilised as much as possible although there are some patients who are not happy to see a GP other than their own. Saturday and Sunday clinics have a GP, Nurse and usually a Healthcare Assistant. Saturday clinics run all day and Sunday clinics most of the day. Tuesday evening clinics run from 6.30 to 9.30 with a GP but no nurse – proposing another evening as well – to be advised.

Gwen commented on her experience at the HUB – the GP was not local and was unsure which X-ray form to use but the service received was good.

Sam took her daughter to the HUB for an appointment with the nurse but unfortunately the nurse was unable to prescribe antibiotics which were needed. The GP at the HUB eventually saw Sam's daughter after Sam had phoned 111 and also spoken to the Out of Hours GP. There appears to be confusion over the fact the the HUB and Out of Hours GP work out of the same building.

- 6. Takeley Pharmacy/Licence for Felsted** – No update.
- 7. Suggestion Box** – A suggestion has been made for a hand gel dispenser to be placed next the arrivals log-in screen. Annie reported that this is in hand and a dispenser will be placed by the screen.
- 8. Fundraising Group update** – Sam gave a very informative overview of her findings regarding setting up and the running of the fundraising group. Sam has spoken to Angel Lane surgery and also Finchingfield Surgery. Finchingfield Surgery fundraising group which is known as CREAMER fund was set up in 1993 and six years later they registered with the Charity Commission. Over the years through donations they have managed to purchase an X-ray and ultrasound machine and are able to fund a specialist to go there once a week to utilise these

services. The up-keep of the machinery also comes from fundraising. A book is kept with details showing who has donated and what donation has been used for, Sam will be going to Finchingfield Surgery on 12th July to meet the fundraising group. Both Angel Lane and Finchingfield Surgery have a raffle on flu days with donations to the surgery or on a 50/50 basis. Discussion took place and it is felt that we need to be clear that any funds raised are for the benefit of the patients but at the same time responding to the clinicians needs as well. A book sale was felt to be the first step and this would enable us to “test the water” prior to the next flu clinic. There is a need for a new cryo flask here. Brian asked if the dewar had been looked at and Annie confirmed it had. Sam is going to enquire regarding a local community grant from Stansted Airport – it is understood that they have sales of lost property. Also PROVIDE sometimes make donations. Annie asked if Sam needed any help and she will let Annie or the group know. Sam did comment that Terms of Reference will be needed and she will ask Finchingfield if she can look at their copy.

9. **Neighbourhood Plan (Felsted) update** – An approach was made asking if we would support a joint venture to provide a surgery and huge development with four large plots but Dr Tee advised that any developers are to negotiate directly with NHS England.

10. **Patient Complaints** – None. However Dr Graves asked how patients could make positive comments regarding their experience at the surgery. Annie advised use NHS Choices selecting John Tasker Surgery, leave a review and submit. Although user will be asked for email address it will not be disclosed

11. **AOB** – None

Since the meeting we have received the sad news that Anthony Saville has passed away after a short illness. Our condolences have been sent to his family with flowers from the PPG. Kate will be attending the funeral on behalf of the practice.

Meeting closed at 1.40

Date of next meeting 23rd September 2016

at John Tasker House