

PATIENT PARTICIPATION MEETING

Monday 13th May 2019

MINUTES

Present Dr Tee, Annie Taylor, Alison Andrews
Gwen Salmon, Brian Sleafer, Iain Crawford, Vic Ranger
Yvonne Parker-Beeson, Judith Harrigan, Roselyne Bloomfield

1. Apologies received

Gaenor Jones
Kate Williams

2. Minutes of last meeting – discussed and agreed

3. Matters arising (see below)

4. DNA up-date – Hand-out given and discussed

Decrease this year January, February and March.

DNA Nurses appointments increasing – Long Term Condition appointments – suggestion made that patients could possibly be telephoned on the morning of their appointment to remind them.

Total of 528 appointments lost.

5. Suggestion Box

Bigger car park

Patient access – repeat scripts

Music too loud in waiting room, also inappropriate. Annie advised that this acts as a screen to ensure that discussions at reception are not heard.

6. Neighbourhood Plan (Felsted)

Bury Farm site – Agreement has been confirmed by Uttlesford District Council.

However if the owners grant the building the new surgery this would mean that affordable housing would not be an option.

Felsted Community Trust would own the building, and we would lease from them, terms to be negotiated.

A meeting is due to be held between NHS England and the CCG.

Dr Tee advised that the surgery could be up and running in two years.

Fritch Green patients will be offered the choice to move to the new surgery.

7. On line Access

As from June all on-line appointments will be available to patients. John Tasker House/Felsted patients can book appointments for either surgery.

Iain Crawford commented that this could possibly be a disadvantage to the elderly and non-computer literate. Emergency appointments will be held back. Appointments at the HUB will still need to be made by telephone.

8. Comments for NHS Choices - www.nhs.uk

To encourage completion of Friends and Family Test.

9. Staff Photos update

Annie looking into this.

10. Cycle parking

Discussed – Possibility of taking a small area from the garden at John Tasker House.
Felsted surgery short of space but this will be looked into.

11. Patient Complaints

None to date.

12. AOB :

- i Patient Care Network was discussed. Dr Tee/Annie advised that this is something that is happening all over the country not just this area. Local surgeries would join together giving more power to organise services. The surgeries in this area that would form the South Uttlesford Primary Care Network are John Tasker House, Stansted, Elsenham, Eden Surgery and Angel Lane.
- ii The flu Saturday clinics were also discussed and it was felt that the system adopted last year whereby patients queued outside the doctors/nurses rooms went very well. Possibly also re-arrange the positioning of the Patient Access desk. Annie to look into this nearer the time.
- iii Yvonne Parker-Beeson asked Annie for details regarding Patient Access to be emailed to her.

Date of next meeting – Monday 19th August 2019 at John Tasker House