

PATIENT PARTICIPATION MEETING
Monday 19th August 2019
MINUTES

Present Dr Mike Tee, Annie Taylor, Kate Williams, Alison Andrews
Gwen Salmon, Brian Sleafer, Iain Crawford, Judith Harrigan
Gaenor Jones

1. Apologies received

2. Minutes of last meeting

Discussed and agreed

3. Matters arising (see below)

4. DNA up-date

Figures are still improving. It was felt that texting patients to remind them of their appointment helped and more people are signing up to book on-line. All appointments, with the exception of nurses and emergency book on the day, are available to book on-line.

5. Suggestion Box

Test message re appointment to be more positive!! Suggestion was "please remember" and not "don't forget".

Waiting time for doctors and for prescriptions need looking at and phone answering. These matters are all under discussion.

6. Neighbourhood Plan (Felsted)

Dr Tee advised that an e-mail has been received regarding draft plans for Felsted Surgery. Amended plans shown with the possibility that the dispensary could be changed to a pharmacy in case dispensary licence was lost. This could be a problem as the building will not be owned by the Partners. If there is a pharmacy it would need to be open at the weekend as well as during surgery hours so there would be a need to separate the surgery from the pharmacy. The plans have now gone back to the architects.

7. On line Access

Please continue to encourage patients to sign up.

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

Please encourage patients to add comments to NHS choices.

9. Staff Photos update

To be reviewed at a later date

10. Bike Park

John Tasker House are looking at putting in a small bike park to be situated at the back entrance of the surgery (to use some of the garden) but at present not possible to have a bike park at Felsted. However this will be included in the new plans.

11. CQC

Due validation day via the telephone. CQC inspection every five years and next inspection due at beginning of next year.

12. Flu Saturdays

The first flu Saturday is due at the end of September (28th) at John Tasker House

Second flu Saturday clinic will November 2nd at John Tasker House.

Felsted Flu Saturday 5th October

Annie to email dates

13. Complaints

One complaint made through NHS England which contained more than one issue which has been dealt with regarding referrals.

14. AOB :

Annie discussed the recent recruitment open morning which had been successful.

General discussion regarding the telephone system – BT to come and visit the practice.

Discussion re referrals to private healthcare providers and NHS.

I.C. Felt that complaints to the CCG were not being dealt with and suggestion made that the CCG should be invited to a PPG meeting. There should be a pre-meeting discussion amongst the PPG prior to meeting with CCG.

G.S. E-referral query which Kate kindly explained the system regarding the choice of hospitals given to patients.

Date of next meeting – Monday 25th November 2019 at John Tasker House