



Patients' Voices – The Garden City Practice Meeting 18 – Wednesday 16 November 2016

In attendance: Dr Rimmer, Sarah Ellingworth, Natalie Cox, David Ball, Martin Norman, Janet Gibson, Tony Baird

Apologies: Suzanne Meenan, Roz Shults, Robert Frost

16.41 Welcome and membership

DB confirmed that membership had remained the same and welcomed Dr Rimmer to the meeting.

16.42 Minutes of meeting 14 September 2016

Thanks to Natalie Cox for the minutes which were approved and signed.

16.43 Matters arising

There were no matters arising that were not covered in the agenda.

16.44 Declarations of Interest

None.

16.45 Flu clinics 2016

Three flu clinics had been held:

24 September, attended by Tony Baird and David Ball

1 October, attended by Suzanne Meenan and Martin Norman

22 October, attended by Robert Frost and Roz Shults

DB reported that he and TB had spoken to many patients on 24 September, with discussions on 111 and the use of the blood pressure machine.

MN confirmed that many had shown interest in using the bp machines on 1 October, but that many elderly patients still prefer a nurse or GP to take their blood pressure.

There was general discussion on the position of patients' voices reps at the clinics to optimise discussion with patients. MN also pointed out that the guidelines on the bp machines are in very small font. SE will look into.

The Practice extended its thanks to Patient Voices reps for their help at the clinics.

16.46 Report PCG 26 October 2016

DB reported that the CCG is now auditing the issue of discharge letters and will be working on setting targets for these letters to be sent to the referring GP. SE discussed the delays in receiving these letters.

The CCG audit of Practices and the issues of Warfarin prescriptions is district wide with many complaints from Practices locally on the manner of the audits.

PCG had discussed the costs of prescribing over the counter medicines. A pharmacist led group will be working on an education based strategy to encourage people to buy such medicines over the counter rather than requesting a prescription for such. The campaign is likely to be run through Practices.

A procurement document is being compiled by the CCG on Glaucoma. They will be looking for patients interested in being involved. No knowledge of procurement is necessary but some experience of the issues of Glaucoma is preferable. SE suggested that DB puts this to the virtual group.

JG is to step down as one of the Practice reps on PCG. Tony Baird will attend from January 2017.

16.47 Virtual Group

DB reported on the virtual group survey which had been very successful. Ours is the only Practice in the PCG that has achieved this. The virtual group was the target for Patients' Voices for 2017 and so it is particularly pleasing to have achieved this.

The response rate to the survey, on the Electronic Prescription Service (EPS) was a satisfactory 45%

There were a couple of anomalies but the conclusion was that not many people use EPS.

SE will include EPS in the newsletter. Pharmacies have the initial contact with patients when they sign up for EPS and its primary use is for those who have repeat prescriptions.

It was noted that there is some confusion over the online ordering of prescriptions and patients having a designated local pharmacy. The former is not EPS. SE will put all details in the newsletter.

DB will forward thanks to the virtual group for their participation.

16.48 Property Matters

SE reported that approval, on principle, had been received to proceed with the project. The next step will be to seek professional services and to speak with CCG to gain advice on how and when we start to engage with patients.

One plan is to have a Saturday open day with information boards and Practice staff and Patients' Voices members being available to answer questions and obtain views.

JG requested a briefing meeting for PV members before the open day.

MN will research local transport which is likely to be a key theme in any questions raised.

16.49 AGM agenda

DB referred to items on the draft AGM agenda for discussion:

Knightsfield surgery might not offer sufficient space for a meeting especially if notice is given to the virtual group. NC suggested we might use a local venue such as a church hall which might be free of charge for GP groups.

Elections – there are 3 elected posts and all are still in tenure (Chair, Vice-Chair, Secretary). There is no need for elections in 2017 but confirmation of those in post will be on the agenda.

Action plan for 2017 – it was unanimously agreed that this should be the new property and associated help with that.

16.50 Dates

Following discussion the group agreed that the AGM should change to February for 2018. All other dates for 2017 were approved.

16.51 Any other business

DB noted that the PPG awareness week of 19 June 2017 is at a similar time to the Health Fest. In coming meetings we will discuss how best to combine the two and represent the Practice and PPGs in general.

SE advised the meeting of a new tool, by SMS, to collect responses to the Friends and Family test. This had led to a higher volume of response, thus giving more reliable statistics. The Practice received very positive feedback and this is reported to NHS England.

16.52 Dates of next meeting

Wednesday 11 January 2017 (AGM)

ACTIONS

- **SE will change the notice for the BP machines – i.e. a notice in larger font**
- **SE to include ESP, 111, 'use your pharmacy' in the next newsletter**
- **DB to send thanks to the virtual group and also alert them to the CCG request for the Glaucoma procurement document**
- **MN will research local transport with relation to the new property**