

<p>PATIENT PARTICIPATION GROUP MINUTES</p> <p><u>Thursday, 10 May 2018 @ 11:00</u></p> <p><u>Venue: Orchard Street Health Centre</u></p>

Attendees: Collette Fisher, Practice Manager
Plus six patient participation Group members

Apologies

No.	Item	Added by	Details	Action
1	Welcome		Thanked all group members for attending and supporting	CF
2	Short presentation - OneLife Suffolk – speaker Caroline Woodward		Losing weight; stop smoking; health walks – general wellbeing	
3	Matters Arising			
4	Proposed Practice Merge between Dr Solway & Dr Mallick Practice and Two Rivers Medical Centre		<p>The aim of the merger is to continue to provide general practice medical services to our patients and also, in time, to provide additional services, care redesign, integration and extended access for routine appointments. We wish to keep what we value and to do so we have to look in a radically different direction - we must think 'big' to survive, compete and prosper.</p> <p>NHS England/CCG – support in principle – meeting to fully discuss in September.</p> <p>Timeline:</p> <p>May/June – discussions with staff and stakeholders</p> <p>May – Discussion with PPG</p> <p>May > August – Inform patients via waiting room posters/website/prescription message</p> <p>August collated patient feedback</p> <p>September inform NHS England/CCG of patient</p>	<p>Group extremely supportive – aware that change is necessary in order to survive. Group happy to help in any way that they can.</p> <p>CF to arrange a joint meeting with the PPG at Two Rivers after Christmas.</p>

			feedback October – NHS England/CCG decision	
5	Complaints		Issues around Dr/patient consultation and subsequent discussion in regard to prescribing BP medication	
6	CCG		All practices working with CCG team looking at additional services, i.e. community physio; mental health resources in the community; help with the homeless population; money saving areas to do with over prescribing of dressings and continence pads. Medication issues etc.	
7	New telephone system		In place as of 25/4/2018 – new number is 01473 927544	
8	Practice Population		Fairly stable at present 6,124	
9	Significant events		<p>June 2017 – New patient just registered -Patient px sent to their nominated pharmacy which was in Colchester – recalled when patient realised what had happened and they nominated a new pharmacy locally. New tick box on registration form ready for new patients to nominate a new pharmacy.</p> <p>Pharmacy requested prescription for a deceased patient – unfortunately reception staff contacted wife to ascertain when/how she would like to collect – reception staff very apologetic but it should not have happened.</p> <p>Patient had an accident locally and was transferred to a hospital in Norfolk – new young receptionist became confused and listed the patient as deceased – he was deducted – member of staff from the Norfolk Foundation</p>	

			<p>Trust subsequently phoned the practice and it was ascertained that the patient was alive – patient reinstated – learning curve to listen carefully – extremely difficult to get the reinstatement.</p> <p>Patient on combined pill at 51 – should not be on this pill over 50 – template reviewed to prevent this happening again – report run to ensure no other patients in same situation.</p>	
10	CQC		New regime initial paper exercise and subsequent visits depending on answers	Group felt could be better as more time to collate relevant information.

Next Meeting: Thursday, 22 November @ 11:00