

<p><u>PATIENT PARTICIPATION GROUP MINUTES</u></p> <p><u>Thursday, 24 November @ 11:00</u></p> <p><u>Venue: Orchard Street Health Centre</u></p>
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Attendees: Collette Fisher, Practice Manager
Plus 5 patient participation group members

Apologies: from 2 group members

No.	Item	Added by	Details	Action
1	Welcome			
2	Short presentation by Suffolk Federation GP+		Sally from GP+ explained how GP+ works – appointment availability and the supportive impact it is having on GP surgeries.	
3	Matters Arising Objectives for the year discussed at our meeting in April 2016		<p>To keep the practice running smoothly in light of the recent list closures and the chronic shortage of doctors – encourage self- help for patients with minor ailments and use pharmacies – we are coping and endeavouring to encourage self- help. We are in discussion with our colleagues at Orchard Street Medical Practice, Barrack Lane and Burlington Road, who have similar practice demographics being town centre practices, regarding working practices – are there any improvements we can make; endeavouring to learn from each other etc.</p> <p>Reduce our ‘failed to attends’ – no worse but no better</p> <p>Upgrade soft furnishings in the waiting room; i.e. wipe able chairs – no progress to date.</p>	CF will continue to work on this area
4	Staff Changes		<p>Dr Sally Whale is leaving 31/12 she will be very sadly missed by patients and her colleagues.</p> <p>Dr Paru Subramaniam will be joining us as a salaried GP for one day per week (Tuesday's) from 3/1/2017</p>	

5	Complaints		<p>Patient's son complained on mother's behalf – medication changed without discussion – patient has capacity for decision making Investigated with consent from patient – error of judgement on doctor's part – should have been discussed with patient – apology given.</p> <p>Second complaint from son that his mother did not consent to flu vaccination – Dr was accompanied around the nursing home to give flu's by home's HCA and patients' were asked if they were happy to have the vaccination and presented their arms (implied consent). Noted from our records that patient had received vaccination every year - replied to son on 13/10 – heard no more to date.</p> <p>Patient– complained about doctor's attitude. Attended a 10-minute app. with numerous complaints and felt that they were relegated to back burner and Dr was not interested. Doctor apologised. Patient met with Dr Solway & the Practice Manager to discuss all her issues and as part of the resolution the doctor in question will be attending a communications update course.</p>	CF organising
6	Electronic Prescriptions – repeat prescriptions		<p>Go live 23/2/2017 (the IT team will be here with us on the day) – patients must have a nominated pharmacy (pharmacies a responsible for actioning and for getting the appropriate paperwork signed). GPs will add the scripts to the spine and the pharmacist will pick it off – nothing can be lost!</p>	
7	Repeat Prescriptions		Currently we offer a 48-hour service but due to unsustainable pressure we have to extend this to 72-hours.	Group are supportive of this measure but in the main feel that we exceed expectation.

8	Travel Appointments		This is an additional service that we have always offered but with shortages of nursing appointments these 20-minute appointments are putting a strain on our service taking up valuable appointment time . Travel Health is offered in many places in town; i.e. pharmacies & The Travel Health Clinic, St Nicholas Street.	Group reviewed travel guide information which we will hand out to patients and agree that sadly it is great service to offer but is impacting on the availability of appointments for essential services and can be accessed elsewhere. We will cease offering travel appointments as soon as possible.
9	Primary Care Support England		Currently approximately 208 records missing in transit. New patients are being written to confirming their registration – this has not been done since April but is starting again and there is a period of catch up for past registrants – all should receive a letter by January 2017. Regular weekly delivery/collection of notes on Thursdays each week.	
10	Practice Population		Population has grown by 400 patients year to date.	
11	Flu Vaccinations		Given around 700 – many more patients have gone to pharmacies this year than last year.	
12	Vagrants Sleeping in the car park		Police checking twice daily – occasional sweeps by environmental health to check for needles/sharps. The Health centre will be purchasing some gates to block that area off.	
13	AOB Health Checks		Enquiry regarding how patients are called and the age range for availability	Practice submits a list monthly of eligible patients and 'Anglia Community Enterprise Community

	Aortic Screening		Query raised regarding availability	<p>Interest Company (ACE CIC' invite around 20 patients via letter; on average we see 12 patients per month between the age of 40 > 74. Patients do not have to wait to be called but can make an appointment for a health check with a Health Care Assistant – just ask at reception.</p> <p>Available for men over 65 – poster in the waiting room there is a call system in place but gentlemen are welcome to contact the screening service themselves and they will be sent an appointment.</p> <p>Appointments are offered locally – telephone: 01206 746282</p>
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Next Meeting: Thursday, 11 May 2017 @ 11:00