

MINUTES OF PATIENT GROUP MEETING HELD ON 12TH JANUARY 2018

Present: Sue Warren - Oaklands
Leigh Arif – Oaklands
Crystal Price – Oaklands Apprentice
Chris Clark – Chair
Joan Davis
Colin Turner
Jane Greenfield
June Reber

1. Welcome

Sue welcomed all members and introduced Crystal from Oaklands who is an apprentice working at the surgery in an administrative role.

2. Apologies

Apologies had been received from Caroline Tebbut, Teresa Springett, and Sarah Rivers. Mark Sharman had sent apologies and was unable to attend future meetings due to work schedule.

3. Minutes of Last Meeting

Agreed.

Action Points Arising from Previous Meetings

- *PG Members suggested producing a leaflet to show patients how to book on-line appointments/repeat prescriptions.*

On line training is available through NHS Choices Website, search GP Online Services.

- Patient Group was pleased with the extra availability of the on-line appointments. Those that hadn't tried the on-line services were encouraged to try it.
- The rotas for the on-line appointments had been amended to make it easier for patients to understand the allocation of appointments. All online appointments were now routine appointments and could be booked by all.
- *Item 6, Hospital Services in South Essex*

A recent announcement had been made on the Hospital Services in South Essex. The boards of Basildon, Southend and Broomfield hospitals have agreed to formally start the process of mergers.

If it goes ahead, the trusts will start working as a single organisation by April 2019.

Since the meeting Colin has kindly provided links to the announcements:

<http://www.bbc.co.uk/news/uk-england-essex-42625456>

4. Friends and Family Results – Patient Feedback

Friends and family results were passed round. Even though the surgery had only received a small uptake of patients completing the forms the results were very positive, with mainly all patients mainly ticking the ‘extremely likely’ to recommend a friend.

5. Extended Hours (Oaklands and GP Health Care Alliance)

The practice was still offering patients, every other Saturday, appointments with a nurse or Doctor until March 2018.

The GPHA was also offering appointments during the weekdays, as well as weekends, Monday – Friday for an extra 2 hours in the evenings until February 2018. This was to help alleviate extra pressure at the hospital, and to cope with the extra appointments needed to service CP&R CCG patients in General Practice. **PG members were pleased that extra appointments had been made available.**

6. Your Care in the Best Place

Patient Group was passed information regarding public discussion events launched for NHS Consultation in Mid and South Essex. Patient Group was encouraged to attend the events scheduled over the next 2 months.

7. Surgery Parking

CC brought up the subject of Surgery Parking. There had been a recent occasion when double parking along the entrance to the Central Canvey Primary Care Centre could have caused major problems if emergency vehicles needed to access the building. SW outlined that the parking was an ongoing problem and was controlled by CHP who manage the building.

The barrier, on this occasion, was not in operation therefore anyone could park down the thoroughfare. According to CHP the barrier was due to be reinstated in the near future.

A general discussion surrounding parking took place.

8. Patient and Public Reference Group

Colin fed back information regarding the Patient and Public Reference Group which was being set up by NHS England. There had been an extremely high volume of uptake and unfortunately NHS England was unable to offer Colin a place on the review. For the PPG members not selected a Patient Participation Forum England Facebook Group had been set up to offer a wide forum for discussion amongst fellow PPG members. Colin encouraged Oaklands PPG members to go onto the Facebook page by searching in Groups, “Patient Participation Forum England” or to contact Veronica Fraser by email requesting access to the forum.

9. Let’s Get Moving

Colin gave an update on the Lets Get Moving or Lets Stay Moving as it was now called campaign.

Let's Keep Moving is jointly funded by Active Essex and Castle Point Council and money had been made available for the coming year to keep it going for old and any new members who wished to participate in group sessions through a blend of light exercise, helpful tips about local activity opportunities from local gyms, swimming clubs, get into golf, walking groups etc, and information about healthy eating and well-being.

SW explained that they were a few new initiatives set up by NHS England which overlapped with the Lets Get Moving campaign which was now focussing on a new area of the country.

It was agreed that SW would advertise the sessions on the Surgery website to encourage patients to join in with the activities. Anyone who was interesting in joining should contact Victoria, lead for the group, for further information.

10. Diabetes Prevention Programme

The National Diabetes Prevention Service which looks at diabetes prevention was receiving mixed reviews. Mainly the difficulty in contact the programme organisers and where the sessions were being held. Further information about the service can be found online at www.preventing-diabetes.co.uk.

11. Prescription Ordering Online

Colin outlined issues that had arisen when patients ordered prescriptions online. Leigh outlined the ordering online process and issues that Colin had highlighted were discussed amongst the group.

12. PPG Minutes Availability

PPG minutes would be made available after they had been ratified by the group at the following meeting.

13. Annual Blood Tests

Patients are often asked to repeat blood tests on an annual basis. Where-ever possible the practice will ensure that this is actioned but if patients are aware that their blood test needs to be repeated they should contact the surgery for either a consultation or a BT form when it was next due.

14. Saturday Surgery - Touch Screens

Reception touch Screens are very sensitive and on occasion do not always work. During the Saturday service it was apparent that patients who were unable to check in via the touch screens were waiting unduly. **Action SW** – notice to patients to make themselves known to a clinician on arrival if unable to use self-check in.

15. Date of Next Meeting Thursday 26th April 2018 at 3.00pm.