

MINUTES OF PATIENT GROUP MEETING HELD ON 26th APRIL 2018

Present: Sue Warren - Oaklands
Chris Clark – Chair
Joan Davis
Colin Turner
June Reber
Theresa Springett

1. Welcome

To all members

2. Apologies

Apologies had been received from Jane, Caroline and Julia.

3. Minutes of Last Meeting

Agreed.

4. Friends and Family Results – Patient Feedback

Friends and family results were passed round. Collating the Friends and Family results is changing. The practice has introduced an SMS messaging service to gain results for the Friends and Family questionnaire. Patients will be randomly selected to give feedback on whether they would recommend the surgery to their Friends and Family. Sue confirmed that to date the practice had received far more responses using this initiative which was introduced earlier this month. Paper feedback is still being used and the feedback box is located in Oaklands reception.

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

Extended hours, both at Oaklands and GPHA, was well received amongst patients. The patient group felt that this was an invaluable service being offered to patients on Canvey Island.

It was suggested that the telephone numbers of the surgeries where the appointments are held (Hawkesbury Road and Audley Mills in Rayleigh) should be made more widely available. Sue explained that the numbers were advertised on the Oaklands Surgery website but agreed that patients may not always find the number at short notice. There is limited availability for appointments on the day. Sue agreed to look into better advertising of the service and respective numbers.

The surgery telephone system was discussed. One patient when phoning the surgery early in the morning was 25th in the telephone queue. Sue reiterated that appointments are available throughout the day so patients do not always need to ring in at 8.00am for an appointment. Discussion amongst the group suggested that patients may be phoning the surgery using their mobile and land lines concurrently to make an appointment, thus clogging up the telephone system. Unfortunately this is out of the control of the surgery.

6. Blue Badge Parking

Chris pointed out the blue badge parking bays located outside of the CCPCC needed redefining. Sue confirmed that this area belonged to the Council and was not under the jurisdiction of the surgeries. Chris agreed to write to the council for them to redefine bays. **Action CC**

Sue confirmed that the barrier into the CCPCC was soon to be reinstated. This should stop the parking on the yellow lines thus restricting ambulance crews etc being able to access to the building.

7. Lets 'Keep' Moving

Colin spoke about the Lets Keep Moving campaign. As previously mentioned at the meetings the campaign had been closed nationally but ECC had agreed to fund the service for a short time.

ECC in conjunction with CP&R CCG have launched a series of health promotional videos to help increase the wellbeing of people in the community. Videos are available through a link on the Oaklands Surgery website or direct through Essex County Council website.

8. Diabetes Prevention Programme

The National Diabetes Prevention Service which looks at diabetes prevention was holding sessions on Canvey Island. This should increase the uptake of patients to the service. For more information contact: www.preventing-diabetes.co.uk.

9. Staff Changes

2 members of the reception team had recently retired, one member had worked for the surgery for more than 25 years. Dr Rai had also retired and Dr Malik had joined the surgery as a partner.

Dr Kamdar who had not worked at the surgery since September 2015 was still appearing on clinic letters from the hospital. Colin suggested writing to PALs at the hospital so that they could disseminate this information to the individual departments in the hospital. Sue confirmed that the hospital had already been informed on many occasions confirming Dr Kamdar's departure but she agreed to write again to PALs. **Action CT & SW**

10. Wi-Fi

NHS Digital was implementing free WiFi for patients and staff in GP practices as part of the NHS Digital programme. Sue confirmed that this was scheduled to be implemented early next month in the CCPCC.

11. Dementia Friends

The practice was introducing a new service for patients living with dementia called 'Dementia Friends'. Sue outlined the scheme and asked the Patient Group whether they thought this would benefit our patients. As part of the scheme the practice had identified a couple of members of staff to liaise with the Dementia Friends team to aid patients and carers living with dementia. All present agreed that this would be a good service for patients.

12. Data Protection and GDPR

Sue outlined the new GDPR regulations. In essence the GDPR regulations take the existing Data Protection law and strengthen it. Training is being given to all staff.

Date of Next Meeting

Thursday 12th July 2018 @ 3.00pm Oaklands Surgery G16