

GREENWOOD SURGERY

Patients Participation Group meeting minutes Tuesday 25th Sept 2018 1pm-3pm

Those Present: John Cormack (by phone), Dr Patel (part) Sian Turner, Bill Lewis, John Phelps, Audrey White, Gill Hubbert, Ray Arthur, Karen Bache, Peter Wyatt, Janet Wade, Julie Gillard, Graham Moulds (part), and Ian Gillard.

1. Reviewed last minutes (26th June 2018) no issues outstanding that were not carried forward on this meeting's agenda or discussions.
2. **Donation monies:** Balance stands at £6.5k.
 - 1) **ST** feels that a large chunk of this money will be required to aid the smooth move of the surgery to the new build.
 - 2) However it was agreed by the group that the new lighting system in the nurse's surgery would be funded from the donations monies and work should start as a matter of urgency, **GM**.
 - 3) It was also agreed due to confidentiality in the waiting area that a radio licence should be obtained and paid for by donation monies to give background noise, **ST**
 - 4) Concern voiced at continuation of regular fund raising activities, **JC & ST** to discuss.
 - 5) **ST** to consider Janet W's idea of paying cleaning contractors from the donation fund.
3. **Patients Representative Group:** John P will circulate the last meeting minutes as soon as available.
 - 1) A "Care Navigator" leaflet was distributed to the group.
 - 2) It was felt that Healthwatch would not add any benefit.
 - 3) JP advised the meeting of the potential new PRG format meetings whereby they will become more relevant to local health care activities.
4. **Patient Task Force:** Following Linda D's "Well Being Clinic" paper the group had a meeting with Dan Doherty from the MECCG.
 - 1) He was extremely complimentary about Linda's idea. Sian has compiled a "wish list" of health services that would support this concept, if you have other ideas please send to Sian.
 - 2) The new build surgery was also discussed, concerns were voiced that to date there had been little or no patient involvement in the planning process, although it had been offered, , the group advised DD that we were more than happy to support a public town meeting which ideally would be held mid October.
 - 3) The PRG format was also discussed and all agreed the "local" style PRG will be far more relevant than the current format.
 - 4) DNA's were also discussed given our August result of 1.73% , DD mentioned that he felt an average across the MECCG is more like 6% DNA's of appointments made. Sian felt the text reminder is working well.

5. **New Build surgery:** Latest estimated time of completion 21st June 2019 the group believed work has started on the actual unit.
6. **Future Actions of PPG/PTF.** While the 3 PPGs/PTF stand ready to support the new build surgery little or no involvement has been requested to date.
 - 1) **PW** in his capacity as town major will be writing an article in the Focus regarding this.
 - 2) **AS** with most NHS initiatives the group felt that while the right noises are made by the NHS concerning patient involvement, in reality we are presented with a fait accompli, rather like the closures of Clements house and the opening and closing of The Practice
7. **Greenwood Team changes.** Sian updated the group on new team members and introduced Dr Smitish Patel.
 - 1) Sian also advised that Julie (Nurse) will shortly be retiring, the group wished her all the very best.
 - 2) Unfortunately Lana the Counsellor will be leaving the practice at the end of the year.
 - 3) Concern was voiced at the availability of the pharmacist.
8. **AOB:**
 - 1) **Sian** apprised the meeting of the new extended hours surgeries at Maldon, Chelmsford, Braintree and Halstead, appointments can be booked through individuals GP systems. Medical records will have to be shared if an appointment is made.
 - 2) **SSG** updated the group on her cancer patients FB initiative, it now has 13 active members. Gill also handed out an NHS General Practice Bulletin and asked that the group complete a short questionnaire on line regarding their personal ailments.
 - 3) **Ian** advised the group about the new smart phone app MyGP
 - 4) **Patients' instructions on prescriptions** are still a matter of concern as they are quite confusing to the patient, **ST** to review to see how they can be made more user/patient friendly.
 - 5) **RCGP Report:** Dr John is working his way through this document and will reply to it in due course.

Next Meeting Tuesday 11th December 2018 1-3pm

Ian Gillard Chair 26th September 2018