

Patient Reference Group Meeting

Wednesday, 25th March 2015

Present: Barry Franklin (Chair), Dr Jenny Martin, Helen Mason, plus 7 members

Apologies: x 2 members

Barry opened the meeting and welcomed. He said that Helen and Scott who were founder members are unable to attend the meeting and also could no longer take part as virtual members and had also resigned from the Group. The committee expressed their thanks to them.

Matters arising from last meeting

Friends & Family Test

The response has not been good and to date only 4 cards have been received during March 2015. It was suggested that the Doctors give the cards to patients and ask them to complete them. Members of the Patient Reference Group offered to do an hour long session in the waiting room to encourage patients to fill in the cards. Helen will display the results on a quarterly basis. This will include a 'you said we did' so that patients can see that their comments are considered.

Primary Care Commissioning

There is no update on the Primary Care Commissioning. Dr Holtby is the practice representative and may have an update at the next Patient Reference Group meeting.

South Warwickshire practices have formed SWGP Federation. The function of the federation is to support practices, ensure viability and maintain profitability of practices and protect health service contracts. Jim mentioned TTIP which is part of the expected transatlantic free trade deal between Europe and the USA. It is about contracts having to be put out to tender outside the Public Sector

Electronic Prescribing

Concern was raised about the problems encountered when the practice system goes down. A contingency plan must be implemented to keep the practice functioning when this happens.

Patient Participation Report Sign Off and 2015 – 2016

Barry signed the Patient Participation Report for 2014 – 2015. This ensures that the Group gets funding to run the meetings in 2015 – 2016. Barry will share this report with members of the Patient Participation Group.

The 2015 – 2015 actions and priorities discussed were:

1. Patient online access improvement
2. Increase on the day appointments for doctors and nurses
3. Provide locums when staff are on leave
4. Improve waiting times
5. Increase number of appointments available on a Monday

6. Provide more nurse and phlebotomy appointments

Other topics discussed as possible actions for 2015 - 2016 were getting more feedback for Friends and Family Test and educating patients on self-management of conditions like treating a sore throat or cold and even diarrhoea. Reducing unnecessary visits to A & E department is an ongoing concern and needs to be monitored. Helen will try and analyse the figures to see if there is a pattern to those patients that continually visit A & E.

A dementia leaflet was passed around that had useful information about basic care and something similar for over 75's and young families would benefit everyone and may reduce the 'worrying factor' about 'minor' conditions like coughs and colds that can be treated without visiting the doctor or nurse.

2015-2016 Actions & Priorities will be finalised at next meeting

Help offered from PPG Members:

Members of the Patient Reference Group offered to do an hour long session in the waiting room to encourage patients to fill in the cards. A rota will be drawn up to see when members can help promote the Family & Friends Test and also to promote the Patient Participation Group.

Dr Martin was thanked for the email of appreciation she sent to Patient Participation Group.

Patient Access Records:

The practice needs to provide patients with online access to their medical records by 31st March 2015.

Whitnash Medical Centre now offers the ability to view a summary of your medical records online. This currently includes: Current medications, allergies and adverse reactions. This may be expanded to include more areas in the future.

If patients wish to have access to their medical records the information and forms can be downloaded from the practice website. Complete the forms and hand these to reception together with two forms of ID (to include 1 item of photo ID). Please note that for security and confidentiality the person applying for access to their medical records must bring in the documents personally. The surgery will then process your application and will notify you when your user-id and password are ready for collection. Please note online services are only available for patients age 16 or over.

Feedback from South Warwickshire Patient Participation Group

Barry reported that a Primary Care Sub Group has been set up to look into the Section 106 payments that Developers have to contribute to health and medical facilities when the new large housing developments are built. He also reported that these meetings are running more efficiently and reports are circulated to members before the meetings. Barry will also circulate these reports to our Patient Participation Group.

Any Other Business

Alan Goldstraw	Brought some updates and leaflets regarding Dementia.
David Clough	Reported on the 'Have your Say Meeting' he attended in March 2015

Barry Franklin	Reported that the Health Watch are also attending the Clinical Commissioning Meetings.
Deb Smith	Mentioned the changes that are being made by Warwickshire and Coventry Partnership Trust to new mental health services

Date of next Meeting

The next meeting will be held on 24th June 2015 at 7.00pm.

The Chairman thanked everyone for attending and declared the meeting closed.

Signed:.....
CHAIRMAN

Date: