PRG MINUTES

Chelford Surgery Patient Representative Group

2 February 2017 at 9:00 am at the Surgery.

# In Attendance

Gerry Biggs (Chair), Dr. Helen Thomas, Gill Griffies, Janet Legg, Archie Watt, Keith Farrell, Janice Tildsley, Bernard Kellett.

# Apologies for absence.

Apologies for absence were received from Dorothy Bradshaw and Susan Lennon and the Chairman reported the sad death of David Joseph.

# Tribute to David Joseph.

The Chairmen paid tribute to David for his work with the PRG indicating that he had written to David’s family to express the condolences of the PRG.

# Approval of the Minutes of the previous meeting.

The minutes of the meeting held on 14 September 2016 were approved and signed by the Chairman.

# Matters arising from the previous meeting.

There were no items arising from the minutes

# Election of Chair, Deputy Chair and Secretary.

Gerry Biggs, Gill Griffies and Bernard Kellett were elected Chair, Deputy and Secretary respectively.

# Health Voice and other outside bodies.

Gill reported back on the Health Voice meeting of 27 January 2017 (having previously circulated a note of the meeting). Gill highlighted issues concerning:

* Patient Lead Groups
* CCG Draft Plan
* Talking Therapies
* The role of Members of Parliament and Local Councillors, as individuals, in dealing with the difficulties facing the NHS. The Health Voice meeting advised that (Health Voice) members should write to their MP’s to remind them of the difficulties faced by the NHS and drawing attention to their responsibility as representatives of their local communities. There followed a discussion concerning the ar budget implication for the Surgery of an aging population and their medical and social care issues. It was agreed that the Secretary would seek to obtain relevant data from Usman and prepare a draft letter to the local MP’s.

ACTION: Secretary to obtain data from Usman (CCG) and prepare a draft letter for circulation to local MP’s.

# Report by Dr. Thomas.

1. Self – Care Week. Dr. Thomas reported on the success of the Self Care week thanking members of the PRG and surgery staff involved. She highlighted one very tangible and measurable indicator of success was the reduction in the use of antibiotics, a reduction which had been sustained. (The surgery had moved from Red to Green on this issue).
2. On line ordering changes. Dr. Thomas reported that the surgery had implemented version two for on line prescription ordering. It is now a (real time) live system for ordering.
3. On Line Appointments – 2017 – 1 booked 1 cancelled, 2016 – 47 booked 24 cancelled. All statistics 146 booked 66 cancelled.
4. Update on access to records. Dr. Thomas reported that the system is now in place for those who wish to access their records.
5. New Software – EMIS and website. Dr. Thomas reported that progress had been made but additional problems had been identified.
6. Opening Times the chairman raised the issue of opening times following recent publicity. Dr. Thomas outlined the current arrangements and the logistical difficulties of meeting some of the suggestions which have found their way into the press. She said that a meeting was scheduled for the CHAR group to discuss this matter.
7. Friends and Family. Dr. Thomas indicated that the responses to Friends and Family were all very positive with exception of negative comments concerning the music played in the waiting/reception area.

# Future Initiatives

The following issues were considered as possible future initiatives for the PRG.

* Carers – Links and Information – how best to produce a list of resources and how to distribute.
* CTARA – involvement of PRG. – Asset mapping Meeting 27 February 2017.
* Dementia Week 15 – 21 May 2017 (plus other Weeks)
* Self- Care, publicity etc.

ACTION

It was agreed that Gill and Janet would discuss Carers and CTARA with Val Massey (Carers Link) and that Bernard would prepare possible material for distribution within the community covering Dementia (and other) Weeks together with Self Care. This will include frequency, subject matter and means of distribution of the material. It will also include the facility for the recruitment of new members to the PRG.

# Date and time of future meetings

It was agreed that the next meetings of the PRG would be 26 April 2017, 26 July 2017, 18 October 2107 and 24 January 2018. The meetings will be held at the surgery at 10:00am.

# Any Other Business

Health Voice – Pharmacy Report. The Chairman drew attention to the publication of the Health Voice Pharmacy Report and invited PRG members to read the report and let Bernard have their comments.

Housing Development on the Stobart site. The Chairmen asked about the implications for the surgery concerning the housing development on the Stobart site. Dr. Thomas indicated that the funding does not immediately follow the patients as there is a potential one year delay in receiving the per capita funding for the new patients. However, the surgery needs to employ staff in advance in order to provide a service to the new patients. She also indicated that there may be potential for Section 106 funding.

ACTION

It was also agreed that Housing Development in the area would be a standing item on the agenda of future meetings. (Secretary).