PRG MINUTES

Chelford Surgery Patient Representative Group

24 January 2018 at 10:00 am at the Surgery.

# 1. In Attendance

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

# 2. Apologies for absence.

Apologies for absence – Apologies for absence were received from Keith Farrell, .

# 3. Approval of the Minutes of the previous meeting.

The minutes of the meetings held on 18 October 2017 were approved and signed by the Chair subject to the deletion of the first sentence of paragraph two of item seven (Healthvoice).

# 4. Matters arising from the previous meeting.

Carers on-line survey.

Dr. Thomas thanked Gill for her robust response to the shortcomings of the on-line survey which felt had made those responsible for its compilation think about improvements which could be made in any future questionaires.

National Awareness Campaigns

The Secretary reported that the of the four campaigns the PRG had agreed to support: Mental Health, Self Care, COPD and Smoking, and Alcohol, the first one (Mental Health) occurred in May the others towards the end of the year. Janice said that she had some material which could be used for the COPD and Smoking campaign which she would forward to the Secretary.

Creating a Virtual PRG.

The Secretary would circulate a document composed by PPG’s in Somerset which he felt was very useful setting out the possible way forward. Following its circulation, it was agreed that it was a suitable project for two members of the PRG to consider and report back to a future meeting.

CCG consultation concerning surgery hours

Dr. Thomas indicated that this issue was still under consideration. Any progress on this issue would be at Hub level (CHAW). There were legal issues concerning insurance of ancillary staff which need to be resolved and it is not clear if out-hours surgeries at Hub is the top priority for patients. It is likely that the priority would be for additional investment in their own surgeries. The objective is to have a launch in March 2018.

# 5. PRG Meetings 2018

The Secretary circulated a schedule of meetings for 2018: 25 April 2018, 11 July 2018 and 17 October 2018.

# 6. Health Voice Meetings 2018

The Secretary circulated a schedule of meeting of Health Voice for 2108: 14 February 2108, 10 April 2018, 11 June 2108 and 12 September 2108.

The Chairman indicated that he and Gill were members of the “inner cabinet” of Health Voice. He also indicated that there was an initiative to seek to establish a clearer purpose for Health Voice.

# 7. New IT Booking System

Consideration was given to the paper prepared by Keith concerning the ne IT booking system which the CCG are to implement. Basically the new system introduces a triage arrange after a GP has made a referral and prior to the patient being able to call the booking team. Dr. Thomas highlighted the potential difficulty when a patient insists on a referral. The new arrangements are not subject to consultation and will be implemented. The chairmen thanked Keith for preparing the paper

# 8. Report from Dr. Thomas

Friends and Family

Dr. Thomas reported that the responses were all positive. There was a suggestion for additional reception time.

Housing Developments

Some of the new houses are beginning to be occupied and the Surgery is making staffing adjustments accordingly. It was also noted that a leaflet had been circulated concerning the market site.

Complaints

None

Chemist Application

Dr. Thomas reported that the Chemist application had been approved and that the surgery would be a reserved location. However, the applicant had appealed this decision.

EMIS

Dr. Thomas indicated that although the change to the new system had been painful it was now settling down.

CHAW

Dr. Thomas indicated that the Hub was looking to identify a Clinical Lead to take forward the development of the Hub.

Winter Fund

Dr. Thomas indicated that additional funding was found for Winter funding. She also felt that as this happens each year perhaps it should be consolidated into the annual funding for surgeries.

Notice for Prescriptions

It was agreed that 48 hours was reasonable for ordering prescriptions.

Flu

Dr. Thomas reported that the situation at the surgery was manageable.

# 9. Any Other Business

It was agreed that the Chairman should approach someone who he thought would be a good member of the PRG.

# 10. Date of the Next Meeting

The next meeting of the Group will take place on 25 April 2018 at 10:00 at the Surgery.

It was agreed that Gerry, Gill and Bernard be appointed Chairman, Deputy and Secretary respectively for the following year.