PRG MINUTES

Chelford Surgery Patient Representative Group

11 July 2018 at 10:00 am at the Surgery.

# 1. In Attendance

Gerry Biggs (Chair), Janet Legg, Keith Farrell, Archie Watt, Dr. Helen Thomas, Janice Tildsley, Bernard Kellett. The Chairman welcomed David Wilson who was attending a meeting of the group for the first time. David is Chairman of Chelford PC and it hoped, therefore, that a mutually helpful relationship might develop.

# 2. Apologies for absence.

Apologies for absence – Apologies for absence were received from Dorothy Bradshaw and Gill Griffies.

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

The minutes of the meetings held on 25 April 2018 were approved and signed by the Chair.

# 4. Matters arising from the previous meeting.

Creating a Virtual PRG.

Keith outlined the issues arising from the establishment of a virtual PRG. The key issues in establishing a “contact list” for occasional use involved identifying the people, establishing a permission process, establishing a deregistration process. He said that it was important that the list was used infrequently (2/3 times per year) and the individuals were not inundated with information/requests. David suggested using the Village Website to assist.

**Action –** Keith agreed to draft a letter to the people who could be targeted in the first instance.

# 5. Health Voice

Gerry reported that consideration was being given to the future structure and functions of Health Voice. Following discussion, it was agreed that the PRG produce a draft concerning public involvement with the CCG, in particular how PRG’s would be involved and strategically what would public consultation look like.

**Action –** It was agreed that the Secretary would produce a draft paper for consideration by the group.

# 6. Carers Update

Janet updated the group concerning the development of the new arrangements with N- Compass. Janet saw as a very positive development that Clare Hancock and been recruited by them. She also said that there had been a positive response from the carers. Dr. Thomas thanked Janet and Gill for their work in this area. She also commented on the process by which we might identify carers who may not identify themselves as carers.

# 7. Antibiotic Use Reduction

The Chairman raised this issue following press reports. Dr. Thomas explained that it was not simply “Drs paid to reduce antibiotics.” The issue involved identifying different groups medical needs in relation to the use of antibiotic which required considerable research. Different guidelines existed (for example) for children 0 – 3 months; 3 months – 3 years and 3 -16 years and well as older people. The necessary work was both detailed and time consuming.

# 8. Report from Dr. Thomas

**G**eneral **D**ata **P**rotection **R**egulations – Dr. Thomas reported on a recent request from “Chelford Together” to use the surgery’s data base for a mailshot to seek to identify carers. Following advice it was not possible to comply with this request as it would contravene the General Data Protection Regulations.

Mobility Scooters in the Surgery - Dr. Thomas reported on an incident involving a mobility scooter entering the surgery causing damage to the fabric of the building. There followed a request for specific provision for mobility scooters at the surgery. Although the number may increase over time it was felt that at the moment it was only possible to identify 2/3 mobility scooter users. Following consideration of a number of options it was agreed that mobility scooter users should be advised to use the existing parking bay provided for disabled drivers.

**Action** – Janice to arrange for appropriate signage and communications.

Friends and Family – April to June

Dr. Thomas reported that the responses were all positive with a comment again about longer opening hours.

Housing Developments/Staff update

The housing development is continuing and adjustments have been made to the scope of the work of some staff.

Complaints

Dr. Thomas reported that there had been two complaints both of which had been investigated and resolved appropriately.

Chemist Application

The proposed premises for the chemist is now in use as a florist and although the proposal is still “live” no further developments have taken place.

EMIS

Dr. Thomas outlined the latest problems/issues.

CHAW

Dr. Thomas reported that the “Hub” was now a “Care Community.” There remained a continuing drive to ensure collaborative working between the practices in the area. The use of additional clinicians to provde surgeries outside traditional hours moving to 8:00am – 8:00pm. A specification had been prepared and tenders sought. The CHAW Care Community had tendered. As this is a national initiative, the overriding concern was how it would be possible to recruit the additional clinicians.

Flu Vaccination

Dr. Thomas reported that due strain of vaccine and production difficulties it would be necessary to restructure the flu vaccination sessions which would be much complicated and specific.

# 9. PRG Policies

Consideration was given to four PRG policies from a neighboring PRG. Terms of Reference; Code of Conduct; Information Leaflet; and Application Form (to become a member). It was noted that Chelford PRG had agreed Terms of Reference at it’s meeting on 10 September 2014 and a Confidentiality agreement in March 2016. It was felt, however, that now would be an opportune moment to review the existing policies and consider any additional polices.

**Action –** the Secretary to circulate copies of the existing polices for comment by group members. The Secretary to consider any additional policies for the group and to draft and circulate such policies for comment.

# 9. Any Other Business

None

# 10. Date of the Next Meeting

The next meeting of the Group will take place on **17 October 2018** at 10:00 at the Surgery.