

PATIENT REPRESENTATIVE GROUP MEETING Bentham Medical Practice Thursday 29th October 2015

Present: Lorraine Crossley, Tony Hudson, Judith Nicol, Andrea Tuohy, Gerda Southwell, Bronwen Osborne, Jill Noble & Sharon Rucastle.

1.Apologies from Sandra Kay, Julia Sant, John Sant, Anne Purvis, Lin Barrington, Jonathan Scott, Mairi McKirdy & Dr Morgan

2.The Minutes were approved

3.Matters Arising

No matters arising which were not already on the agenda.

Defibrillators at Bentham

Jill gave an update and confirmed that the Doctors are happy for a defibrillator to be attached to the front of the building whilst keeping their own for emergency use.

Melling institute are planning to use their now disused phone booth for their defibrillator as it is dry and lit.

The first responders in Bentham have taken on board the training and co-ordination of the defibrillator programme.

5.Correspondence

Lorraine brought a copy of the magazine and newsletter from Airedale Hospital. Their information is very much similar to the Morecambe Bay Trust literature. There is a Dementia friendly meeting and details were given.

A newspaper report was brought stating that Better Care Together has been awarded £4.29million in the Morecambe Bay Area. It has been selected as the part of the vanguard for the new NHS Care Models Scheme – meaning that 11 local organisations working together on the strategy will receive new investment from a nation transformation fund for the year 2015/16. The cash will be used to further the development of integrated care teams in local communities designed to offer wrap-around care to patients with complex needs who require support at different times from several agencies.

6.Questionnaire

Around 250 have been completed so far. Jill thanked the PRG members for their help so far, it is very much appreciated.

A discussion followed on when are the good times to catch people and Jill promised to forward some times for next week to Sharon (now distributed) so that the good work can continue.

Ingleton reception is to hand them out to patients as they turn up for appointments and let the receptionist know they have arrived.

7.Web Site Feedback

Judith reported that if a web search for the surgery is carried out the first site which pops up states that the surgery is open daily 8am to 9pm. There is a map and it does link through to the main surgery site.

A discussion followed about useful numbers to be placed on the contact page such as the repeat prescription line. A couple of other points about updates and Boots chemist names to be included were taken by Jill for passing on to Jonathan.

8. Working Party

Anne, Lorraine, Jonathan & Jill have been working on the leaflet. The format is very similar to previously although the pages have been moved around to a more chronological order. The new colour is Green and a large print option is available on request.

No further dates for the working party at the moment as there are no tasks to do currently.

9. Patient Feedback

Patient information leaflets not available – they are available on request and are handed out on registration. This was confirmation that a complaint is merely a request for further information and it was agreed that a leaflet would be placed on the notice board with a note to say if you would like one please ask at reception. Also that the information is available on line.

The Doctors training days make it difficult to reorder repeat prescriptions – The PRG member pointed out the telephone and on line services which are available and the patient was happy to use these options.

Wray prescriptions are returned to the surgery if not collected within 2 days – Jill confirmed that they are retained for around 3 months before they are returned, which is rarely.

If the Doctor is running late can we not text patients to advise of this – If the Doctor is on an emergency call out there is not always a time scale and it is not always easy to predict. However, some patients do go and run errands, instead of waiting when they are advised that there is a delay.

10. Aims for next 12 months

Communication/Education of patients as although a lot of effort has been put into this so far, we are still getting misunderstandings.

Lobbying MPs to help to ensure that the funding and resources are in place for the Care in the Community and other initiatives which are being passed.

11. Jonathan's Information (Via Jill)

There have been two new salaried Lady Doctors appointed, making one full time doctor. One starts in December and the other in January.

Dr Cess Sibanda is the new registrar.

The mandatory 111 system is starting on Tuesday next week.

A new receptionist has been appointed, Tracey Appleby from Ingleton

The flu vaccinations have been very efficient although numbers are down on previous years. The local pharmacies are also doing them this year and it is on the patient records when they have received one from a pharmacist.

12. Items for next Agenda

Questionnaire feedback

The date of the next meeting will be 10th December

Items for the agenda to Sharon by 3rd December please.

