Minutes from Meeting Wednesday 7th January 2015

Present : Nic Dunn, Alan Tomkins, Shirley Holloway, Marion Anderson, April Vinden, Pete Vinden, Graham Seve, Joy Martin and Steph Celso

Apologies: Dorothy Wagstaff

Minutes of last meeting: minutes agreed.

Matters arising:

**CQC**

Feedback from CQC inspection, copies distributed to look at, Inspection went well, further inspection 1 year to 18mths, Copy to go on website, link to summary to be added. Something to go in patient newsletter, again with link but also reference copy available at request on reception.

**Family and Friends Test:**

This is a requirement from NHS England, monthly reporting, result will be published in public domain. Feedback from patients regarding their experience of their visit to practice. This is anonymous. Discussion around best way to gain feedback from patients. Attached comments from feedback so far. To be put in newsletter to explain to patients what this is.

**PPG Network Meeting**

Next meeting is 27th January at Turnberries 10:00 to 12:00. Discussed if anyone wanted to attend and if there was any items for agenda. Contact details to be sent with minutes if you wish to go. As local it was agreed that a group member(s) should attend.

**Extra Friday AM Surgery**

Joy asked if anyone had experienced any problems booking timely appointments. Group expressed that they had not had any problems with regard to getting appointments. Nic said that this had been enhanced since the availability of online booking. Steph is going check Helen Pyke does online appts. This led onto the next agenda item of the new housing build and the Increase in population, group discussed the impacts that this would have on the practice. Different Demographics may prompt the need for different services, Alan queried whether our biggest problem would be staffing or room availability? Answer is both. Joy explained that rent is paid per sq footage, so rooms in health centre are limited to what practice pays for and we are unable to sub-let. This prompted a consideration that we could put on 3 GP sessions a day rather that the 2 currently if necessary. This is not ideal but practice works for the benefit of the patients. Practice has a good awareness of the issue of capacity and are constantly monitoring, group to give feedback if issues arise.

**FLU Campaign how was it for you?**

All positive feedback, Personal touch of ringing pts, they liked.

Target for over 65’s met 78% vaccinated, Under 65 at risk patients 52% vaccinated. Difficulty in getting patients who work to come in.Discussion re Saturday mornings, would have to be worked in with other health centre practice as they currently run these.

**Suggestions for Spring Edition Newsletter**

Joy thanked Pete and April for distributing in Tytherington. Discussed Distribution and content of next edition.

DNA Rates: thanking patients if good, but remind patients to cancel appts if not needed. Current figures to follow.

Introducing Dr Pyke as Friday Dr

CQC report, link to website and available on request

Friends and Family – what is it?

Online Appts – signing for Patient Access and advertising for online appts ( maybe one of the group could give a quote on their experience of this)

Patient Education – Signposting patients where to attend when ill.

Summary Care Record – Brief explanation on what this is and benefits

Changes in Practice Management

**Summary Care Record**

Brief explanation on what it is, impact for patients. Compulsory Practice participation to start from the 1st April 2015. Secure holding of Problem, Allergies and Medication on the NHS Spine that can only be access with secure log ins by other health professionals.

**AOB**

Shirley commented on meetings she has attended in her capacity as local councillor,

Regarding Hospital and Health centre sites. These ties in with the Improving health provision questionnaire in circulation at the time of the last meeting. Shirley is hopeful that things are moving forward with this provision. (New nursing home with 6-8 NHS Beds and new health centre) The Old hospital is considered not fit for purpose and this provision is long overdue. No A&E or Minor injuries will be provided.

CQC – ensure that this is published on website.

Joy told the group that she has made the hard decision to leave her role at the practice and Introduced Steph as her replacement.

Date of next meeting – 27th April 2015 – 5pm – Health Centre.