

A handwritten signature in black ink, possibly reading '10 min', is written over the date '22/10/15'.

**Rother House Medical Centre
Patient Participation Group Meeting
Wednesday 1st July 2015
18:00 Rother House waiting area**

Present: Elizabeth Dixon
Tony Jefferson
Peter Toozer
Chris Strangwood
Sue Marr
Russell Young
Shelagh Williams
Annette Smith
Heather Golding
Linda Pollock
Tom Ganner
Jan Spencer
Jane Vance
Dr Katharine King
Dr Sam Khan
Dr Peter Hutchinson

Apologies: Dr Tim Crook
Mark Fenton
John & Gaye Arnold
Sally Lee

Minutes of Previous meeting:

The Minutes of the previous Patient Participation Group Meeting held on 18th March 2015 had been circulated by TG. It was agreed by those present that they were an accurate record of that meeting.

Matters arising from minutes not covered in agenda

ED asked if we would be covering anymore Bank Holiday weekends? There is a possibility the same arrangement may take place for August Bank Holiday. KK mentioned that we already offer alternate Saturdays and find these surgeries are not heavily booked.

Items for AOB (Chair to filter)

LP said Councillor Peter Barnes had suggested that some of the money from the District Council solar panels should be put towards supporting the new hospital building or housing. AJ will have a word with the Planning Department and find out more.
TG hospital phlebotomy

Update from SWCCG PPG (ED)

Central PRG replaced Charles Goody. New Lay Chair wants to come to next Patient Group meeting (in October).

Set up PC sub group. Setting up smaller sub groups to do different things.

Discussion about 111 system. In theory no new contract awarded. Cease from September.

TG rolling contract over until next review completed. Service will continue.

Talk about GP Federation and Mental Health for Young People.

ED sends monthly updates to TG.

Update on CQC visit (TG)

Full CQC report had been received. Good rating received throughout. We aspire to outstanding rating next time. We have a responsibility to broadcast report. Report will be put onto Practice website. PT asked when the next visit will be? TG replied they can visit again at any time. Tom will email a copy of the report to all Group members.

Details of the visit were discussed.

Customer Service Excellence Award (JV)

JV has been looking into doing an award for Customer Service Excellence for the Practice. JV and JS met an Assessor from CSE. The disadvantage is the cost involved. JV had spoken to a Yorkshire Practice who had done the award who commented that although it focused the Practice on Customer Service it didn't improve perception and patients still experienced difficulties in making appointments etc. The award would involve 100% focus from ALL staff. It was felt important that Patients need to see a difference. The Practice position is that we agree with the concept but are concerned re cost and amount of work involved. Comparison was discussed with Investors in People award. TG agreed that it was worth continuing researching into this subject and would leave on the agenda for review.

Electronic Prescription System (EPS) (TG&JV)

About half the practices in our CCG are using EPS. Drs can write electronic prescription and it goes direct to the Pharmacy and it tells you when it has been dispensed.

Pharmacies don't need to come into the surgery to collect the scripts. A receipt is sent back to a central place.

We are going live with this at the end of July with one day's training. A paper copy for repeat prescription requests will be printed off by the Pharmacy.

On line prescription ordering service (TG&JV)

Currently use system linked to website. Patient has to physically write everything. Will switch off this system in December and use online appointment system in future. Tom will send round daft letter of description to everyone. Advantages are: once logged in can access notes now too. Anything written in orange you can open. Tick each box and send. JV says easier for Dispensary. Please bear with us while changing over. Patient access sometimes goes off during the day. Email Tom if problems. Comment made that last month this worked but this month it didn't. Pts can still order by phone or paper request. Comment that Dispensary answerphone still says closed on Weds pm. Tom asked PRG if on repeat medications please use new system and feed back to us Let TG know if any problems.

Over 75's project (TG)

Update – Contract through working in federated way to offer support and social inclusion. Trying to identify patients at risk in terms of needing to go into hospital. Working with Age UK – offering befriending, gardening etc. GPs and nurses doing enhanced care reviews to see if anything we can offer, anymore support/follow anything up. CS asked are we going to ask if patients are carers? Ask question “Do you look after somebody?” Initially patients in Residential homes? How are we selecting? Carers alerts not up to date. Trying to prioritise. Did some searches. If not seen in past 6 months. General feedback – proactive. Only done one month so far. Running all year.

Newsletters (TG)

We have joined forces with 2 other Practices (Bridge House & Trinity Court Surgery) to produce a universal newsletter which will feature shared items ie items that we are all doing such as Over 75's service, Flu campaigns. Mostly electronic but some paper. Someone at Bridge House will be producing it.

Our next Newsletter will feature the CAB Drop in Clinics. Other items suggested were the heatwave, Stratford 10K, CQC inspection. Any other items should be sent to ED by 14.7.15

Representation at SWCCG PRG (TG & ED)

ED has done for 3 years and wishes to stand down at the end of this year. LP was co-opted on but is not the Practice Representative. LP offered to double up but it would be useful to have 2 representatives from the Practice. Anyone interested should let Tom know. The main meeting is 6 weekly in the daytime at Warwick House. Reps can claim expenses. Since joining LP has done a Social Media course. ED is happy to explain more to anyone interested. **Tom to leave on Agenda for next meeting in October.**

AOB:

Stratford Hospital Phlebotomy service are now offering booked appointments on Tuesday and Thursday from 1.00pm until 6.00pm for GP patients only. Appointments must be pre-booked by telephoning 01926 495321 ext 4584

ED mentioned that the Practice had entered 3 Teams in the Half Iron Man which took place recently at Ragley Hall and raised funds for Stratford Cancer and Eye Hospital. Also in September members of staff were taking part in a 10K fundraising event also in support of the Stratford Cancer and Eye Hospital Appeal.

Date of next meeting Wednesday October 21st 2015 6.30pm