

**Rother House Medical Centre  
Patient Participation Group Meeting  
Wednesday 22<sup>nd</sup> October 2014  
18:30 Rother House waiting area**

**Present:** Mark Fenton  
Elizabeth Dixon  
Tom Ganner  
Russell Young  
Gaye Arnold  
John Arnold  
Elizabeth Cole  
Annette Smith  
Susan Marr  
Shelagh Williams  
Peter Toozer  
Dr Cristina Ramos  
Dr Sam Khan  
Hilary Hunt

**Apologies:** Jan Spencer  
Dr Peter Hutchinson  
Dr Tim Crook  
Sally Bee  
Dr Katharine King  
Tony Jefferson  
Linda Pollock  
Dr Emma Smethurst

**Minutes of Previous meeting:**

The Minutes of the previous Patient Participation Group Meeting held on 28<sup>th</sup> May 2014 had been circulated by TG. It was agreed by those present that they were an accurate record of that meeting.


Glossary (E Dixon) Need to circulate to members of the group

ACTION: TG to circulate

**Matters arising not covered in the agenda**

**Phlebotomy**

This has been increasing month on month, both at Branch surgery and at Rother House main site. It is expected that it will take a while for patients to realise that this service is now available from Rother House. It has been warmly welcomed by patients.

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### **Appointment system online**

Rother House continues to manually register patients for this service. There are still a lot of patients to register but progress is steady. A number of staff are working on this. It is expected that this will become less of an issue as time goes by.

### **Update from Clinical Commissioning Group Patient Group Representative: Elizabeth Dixon**

The South Warwickshire Clinical Commissioning Group (SWCCG) patient group brought in an outside Consultant to help facilitate the patient group meetings. The first meeting with the new structure took place on 23<sup>rd</sup> October 2014. Not all Practices were represented, and this is partly due to some Practice not having a patient group. ED reported that none of the proposals presented at the Gateway meetings have progressed which was frustrating. Gateway is being re-started after a 6 month break on 18 November where there will be an update on previous presentations.

- ED asked to ask practice if accountable GP in the over 75s in place – This is currently being implemented. ED also asked whether there had been any patient involvement with this. CR stated that this was a centrally driven contract and therefore patient group involvement had not been possible at local level.

### **Bid Levy Update (Tom Ganner)**

Rother House has now paid the BID2 levy. During several meetings with Stratfordward Rother House has been reassured that we will get value back for what we have paid. A number of initiatives are being looked at to achieve this. Gritting of the car park, enhanced CCTV are two possible schemes. Rother House has made it clear that it does not intend to pay BID3 which would be voted on for implementation in approximately three years' time. TG has emailed Nadhim Zahawi to ask for his assistance on this matter. To date there has been no response. If there is no response in the next 2 weeks or so TG will write directly to Jeremy Hunt on this issue. The request will be that all public sector organisation (but particularly GP Practices) should be exempted from this charge. It will also recommend that an appeals process should be built into the scheme to avoid the potential for a similar situation happening in the future

### **Friends and Family Test launch (FFT) (TG)**

This is a very basic continual patient survey which will replace the historical annual in house patient survey. It is very simple questionnaire that patients complete after they have seen a health professional.

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It asks:

Would you recommend Practice to Friends and Family? Yes/ No/ Don't know.  
There is space for some free text and other general information is collected about the person completing the card. However, the questionnaire is anonymous.

The FFT will go live at the beginning of December 2014. We expect to distribute approximately 200 cards a month. The results will need to be inputted onto a national system. Practices will also be required to display results locally within the practice and on its website.

### **Super 6 (SK)**

This is a Model of care developed in Plymouth for patients with diabetes. There are 6 categories of patients to be looked after in specific clinics. Other patients to be treated in GP surgery. Rother House has approximately 600 diabetic patients out of a total of 13,000 patients. The Super 6 is currently running as a pilot scheme. ED sending the power point presentation to TG from SWCCG which explains this in more detail. This will be circulated via email in due course.

### **Wednesday afternoon update (TG)**

Due to various pressures Rother House partnership has decided to change opening hours on a Wednesday. This was done as a soft start about a month before the meeting. The practice now operates the same hours on a Wednesday as on a Tuesday and Friday (08:00-18:30). On Mondays and Thursdays the commuter clinics continue to run from 18:30 to 20:00. Phones are now manned on a Wednesday afternoon. Dispensary is also open on a Wednesday afternoon until 16:45. This is the same as Friday. Every other day of the working week the dispensary is open until 17:45. It is hoped that this will take a bit of pressure out of the system. Signage, website and practice booklet will all be updated in due course.

### **Newsletter update (ED/TG)**

The first newsletter was printed and has been available in the waiting room over the last 2 weeks. It is also being sent out with dispensed medication. 2000 copies were printed. It was agreed at the meeting that 4 newsletters a year should be adequate. This would allow for a short gap between each edition. Special editions can always be added if specific information needed to be communicated. ED kindly agreed to continue putting the newsletter together. It was agreed that it was important that it came from the patient group rather than Rother House. Print copies were agreed to be 1000 in future. The next newsletter is due to go out in December so that it could include information about

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Christmas opening times etc. To date the newsletter has been very well received.

#### **Access to medical records online – launch (TG)**

Rother House did a quiet soft launch of patient access to medical records on line. The system allows any patient who is registered for on line appointments to have access to parts of their medical records. The areas that can be viewed are:

- Immunisations
- Problems
- Medications
- Allergies and sensitivities

The system appeared very simple to use and will help patients particularly in areas around remembering when they last had immunisations etc.

It was suggested that the button on the website now needs to be renamed to online appointments/medical records. This is going to be explored by TG

#### **AOB:**

- **Saturday flu clinics** - 2 Saturdays have been run with drop in flu clinics. These have been a great success. Very positive feedback from patients and it has meant that a huge amount of activity has been kept out of the working week. This has helped ease pressure on car parking, appointments and the waiting area.
- **New Appointment** – Dr Ramos has been appointed as Associate Medical Director at Warwick Hospital. This is a clinical post of 7 hours a week and Dr Ramos will drop one clinical session at Rother House. Dr Wilson will be covering the extra session for Rother House.
- **Number of appointments available online** – Dr Ramos is reviewing the number of appointments being made available within the online booking system
- **Stratford Hospital planning decision** – This is expected anytime now. (Post meeting note-planning permission was granted 22.10.14)

#### **Date of next meeting:**

Date and time of next meeting Wednesday 18<sup>th</sup> March 2015 at 18:30

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