

Minutes of Sidney House and the Laurels Surgeries

Patient Participation Group Meeting

Held at the Laurels Surgery, Boreham, 12 Dec 2013 at 1930hrs.

Present: Dr T Cunningham (Partner), Nigel Tye (Practice Manager/Secretary), Claire French (Chair/Patient), Ray White (Patient), Adrian Goodwin (Patient), Viv Guyatt (Patient), Henry Bass (Patient),

1. Apologies

Apologies were received from Dr Simon Butcher, Fred Suckling, Angela Boyten and Charlotte Adams

2. Minutes of the Last Meeting

Minutes were agreed with no amendments.

3. Chair Presentation – Patient Engagement (CF)

The Chair presented a document on the Mid Essex CCG Patient & Public Engagement (PPE) Locality Stakeholder Events autumn 2013. The document brought great discussion on the need for such public engagement and whether this will reach all the required stakeholder groups for constructive and meaningful dialogue.

4. Patient Survey

NT stated the current position in relation to the 2013 Patient survey. The document went into publication 2 weeks ago after agreement at the previous meeting and is already being distributed by both receptions. The aim is to have all completed survey back before the end of January 2014 to allow more time for EQUIP to collate the data and return their report. We are required to collect a minimum of 25 per thousand Patient population from each Practice. 300 copies for each have been produced and the greater return the better the survey statistics will be, normally a 50% dropout.

5. Pharmaceutical Supplier (HB)

HB stated of his frustration at getting his medication after being told from the Practice that there was a supplier issue. After long discussions it was stated by NT that we are contracted to current supplier and if they do not have stock then prescriptions will be issues to patients to be fulfilled at external pharmacies to reduce waiting times.

6. Care of Diabetes (HB)

HB was concerned that the surgery was not providing enough of a diabetic service since losing our nurse practitioner Alison Jones. When asking to book a routine appointment he was asked to wait until January when new nurse arrived, which he found unacceptable. It was explained it was a historical contractual issue with Nurse Jones only having a 1 months notice and the new nurse requiring 3 months. Notwithstanding this, the surgery still had 2

diabetic qualified nurses carrying out routine clinics at both surgeries throughout this period. The diabetic service has not lost any appointments and other practice nurses have covered more routine clinics enabling the 2 qualified diabetic nurses to meet the Practices diabetic clinic commitments, with no or very little reduction in service. If the matter was routine and able to wait maybe that is why the reception staffs were offering January dates when we were back up to full capacity.

7. NHS update NHS 111 (NT)

NT presented an introduction to the new NHS 111 system, explaining how the system worked in relation to the patient and the Practice.

CCG was not discussed due to absence of Dr Butcher but will be included on the next meetings agenda.

8. Staff/Surgery updates (NT)

NT introduced the Dr Cunningham to the group.

Dr Natalie Acors in a new Doctor contracted for 12 months to cover the absence of Dr B Edmondson.

Ruth Blackett the new Nurse Practitioner will start with effect from 6 Jan 2014.

Marilyn Stepney new dispenser commenced employment 2 months ago and is a great asset to the Practice

Both Practices have now had a full telecoms upgrade as promised, hopefully improving the patient experience.

Monies have now been approved from the CCG for a total refurbishment of the Sidney House reception area and waiting room. The full plans were discussed with the committee and they will be kept up to date as plans progress. There will be minor disruption as Sidney House will have to close for 1 week while new flooring is laid. Both Practices will amalgamate at The Laurels and maintain as much of a service as available consultation rooms allow.

9. Charities

CA & AG have been looking into the availability of running periodical charity cake stalls at both surgeries with the idea to raising some funds to assist the Practice in its procurement of medical equipment. When seeking advice from the relevant councils it has open a huge can of worms in relation to rules and regulation for the preparation of foods. CF NT and CA will revisit in the new year to see what compromises can be made otherwise other methods of raising funds will have to be sort.

10. Date of Next Meeting

A proposed date of 27th Feb 2014 was agreed.

Meeting Closed 2140hrs