

Meneage Street Surgery Patient Participation Group

Minutes of Meeting 17 February 2014

1. The Chairman, Michael Wilson, welcomed members present:

Daniel Browning, Elizabeth Davis, Karen Ivey, Sue Swift plus, new members, Noel Stuart & John Wherry

Surgery: Linda Granger [managing partner/practice manager] (lg)

2. Apologies: Nanette Eddy, Grace Hounsome, Janet Humphries Surgery: Gill Dodson & Tanya Thomas

Resignations:

Anne Cantillon, Carol Cookson, Julie Williams

3. Minutes of the Meeting: held on 14 January 2014 were agreed & signed as a true record

4. Matters arising:

- **fact sheet:** *ongoing; will be informed by questionnaire*

5. Ground Rules:

- **Terms of Reference for Group:** for signature by those not at previous meeting
- **Confidentiality Agreement:** for signature by those not at previous meeting
- **Roles and Responsibilities:** c/fwd to AGM [May 2014]
- **review of attendance register:** some email addresses updated
- **skills questionnaire:** for new members; decisions c/fwd to AGM [May 2014]

6. Agenda items from PPG:

- **PPG/communication with patients [ED]:**
 - discussion including experiences of those who had spent time in the waiting room with questionnaires
 - **outcome/plan:**
 - by PPG board needs to be seen by those attending the surgery by say adding a computer graphic *action DB*
 - form or patients to raise queries/ideas etc; provide box [?]
 - PPG members to spend time in waiting rooms

7. Brief report/update [LG]:

- **questionnaire:**
 - 109 completed so far: female 71; male 36; no demographic 8; [170 produced]
 - plan to continue until end of February; PPG members to spend time talking to patients in waiting room would be beneficial
 - results/report can be discussed next meeting [deadline end of March] & action plan/first fact sheet can be produced
- **update: new services:**
 - **audiology:** weekly Adult NHS hearing services clinic with effect from Monday Feb 3 2014. This service is primarily designed for adults over the age of 50 with hearing loss
Appointments may be made:
 - by patients new to the service via Choose & Book
 - existing patients may contact the Audiology department Royal Cornwall Hospital on 01872 253747
 - **dermatology:** a consultant led [Dr Tom Lucke] evening clinic started Thursday Jan 30 2014
 - initially for first appointment assessment but aim is to include procedures
 - plan to increase to a weekly clinic
 - available via choose & book
- **NHS 111:** launched in Cornwall & the Isles of Scilly on **4 February 2014**

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- **electronic prescribing [EPS]:** going live on Wed Feb 19
 - paper copies of some prescriptions [pharmacy dependent] will no longer be produced
 - prescriptions will be processed as they are now but signed electronically by a GP & sent directly to the 'spine' & picked up by the appropriate pharmacy
 - when meds collected the patient will be given a repeat card for next request to practice
 - some meds cannot be prescribed this way eg controlled drugs
 - will provide complete audit trail & avoid lost paper!
- **on line repeat prescription/appointment booking service:** to be launched later this month/March
- **new GP:** Dr Elaine Mowle, who is currently covering some locum sessions for us, is joining the practice on March 3; she will work each Monday & Thursday plus cover partner leave & train to run our family planning clinic
- **new website:** demonstrated by DB

8. AOB:

- **MW:** concerns around CARE.data; the upload of data from GP records by **Health & Social Care Information Centre (hscic)** were raised & discussed [the following day it was announced that this is to be postponed until the autumn]
note: [lg] opt out form available from reception & website

10. Date of next meeting: 18.30 Mon March 10 2014 at the surgery