Minutes Drs Hiscock & Patel PRG

Date 10 October 2013

Attendees: Joan Hayward-Surry, Adrian Fletcher, Richard Holsgrove, Howard Norton, Eirwen and Denis Keogh, Deborah Ridley, Dorothy King, Dianne Blowes, Corinne Wheeler, Ramnik Patel, Stephen Hiscock, Karen Sadler, Julia Williams

1. Introduction and Welcome
2. Apologies received: Harilal Tanna, Wendy Atkin, John Peck, Lyn Davis, Wendy Atkins, Cheryl Kirby, Hannah Barton Brown, Harry Brett, Jillian Reeves and Robert Spiteri
3. New Chair for Dr. Hiscock & Ptnrs

* No other volunteers, J Hayward-Surry volunteered to do it again
* Chair to be reviewed once a year

1. Telephone Survey

* New telephone system 6th Nov, installing 3 days later
* Will be local number (01268)
* Survey showed patients would prefer separate numbers for each practice, so discussed with PRG members. Some patients do not know which practice they are in, also seem to think they may get through quicker which is not the case, and may in fact cause more problems as may not be able to transfer from one number to the other one. Survey 68% in favour of 2 numbers, PRG vote 8 – 2 in favour of 1 number.
* New number will be advertised, put on prescriptions, notices, websites etc
* Information message to be played while waiting in queue
* Send text reminders of appointments with new number by SystmOne

1. CRG update

* Home Internal Feeding Project: Current service has two separate providers for Adult & child; out to tender for one combined service
* Task force: A&E attendances going up. Survey done in SGH – for many patients not necessary to go there
* Commissioning team: changes to service to be advised to CRG first, to feedback to PRG then feedback to CCG
* KS will forward information JHS gets at meetings on to PRG members
* New Online App to SystmOne for iPad, not available yet for Android
* Review of SEPT contract, District Nurses, Mental Health Services etc. to ensure value for money
* Quarterly stake holder magazine ‘Health Matters’ now available. Hardcopies to be distributed to surgeries, libraries etc. Also online at: <http://www.castlepointandrochfordccg.nhs.uk/?start=4>
* Review of stroke service – jointly between Basildon and Southend. Will have consultation groups, feedback to JHS and KS put names forward
* Public Open Evenings: 8 and 29 October 2013. Talk from Dr Siddiqui and K McKenny. Any questions can be asked privately if you want. Details and feedback from these meetings on CCG website <http://www.castlepointandrochfordccg.nhs.uk/news-and-events/159-ideas-event-29oct>

1. Joint Meetings

* Do PRG members want to continue having joint meetings? Next one will be joint, review after that
* Review last minutes at next meeting
* Meeting better downstairs, more accessible

1. PRG Awareness –

* New notice board for PRG group, contain contact details, information etc
* Make commitment clear, meetings only 4 times a year
* PRG members talk to patients in waiting room
* Colouring in pictures for children

**ACTION** – ALL MEMBERS TO CONSIDER SUGGESTIONS ABOVE AND FEEDBACK PREFERENCES AND/OR NEW SUGGESTIONS TO KS OR JHS

1. Parking in side road causing blockages

* Notices will go up but still cannot stop people parking there
* Double yellow lines already on both sides
* KS to put on partners agenda, no parking signs

1. NHS 111

* If anyone uses it, do they have a good news story? Looking for people for publicity. Mr Holsgrove had a good experience, will discuss with JHS outside the meeting

1. Hoist not available on surgery premises

* GPs have manual handling training. Staff should know there is no hoist in the building
* Patients need to know what time a visit will be to their home if need to get assistance booked
* Reception staff having
* Nurses have completed both disability awareness training and manual handling training

AOB

Text reminders useful

DNA’s - Group to consider poster to tell patients how much missed appointments cost. Wording to be reviewed, and suggestions to KS

Next meeting: 9th January Joint meeting

Abbreviations:

CCG: Clinical Commissioning Group

CRG: Clinical Reference Group

PRG: Patient Reference Group