

MINUTES
Patient's Consultative Group Meeting
Thursday 24th April 2014
St Johns Hall Selsdon

Apologies for absence

Dr Cockell, Linda Oram, Choi Kim

Minutes of last meeting – 24th January 2014
Correction to absence at previous meeting

Care Data

The Government has extended the period for implementing this for 6 months to October 2014. At this point the practice will have to start supplying data to 3rd parties – e.g. Insurance companies. The differences between summary care data and full data has been causing some confusion to some patients. Practice staff are trained to offer advice and have leaflets at the surgery and on line for patients to read. Some of the concerns are that there is no restriction as to who can request information. The practice is informing patients as much as possible so that they can make an informed choice.

Practice profile 2013

This continues to look very good. We are maintaining our high standards. Variance in comparison figures not well explained. Flu up take for 65 and under at risk groups is down but that's across the borough, surgery explained that this may be down to letters not being sent out as we are no longer funded for this and this will have an impact. The surgery does email out to patients and we also send text reminders along with informing patients on their prescriptions. We also show higher rates of cancer diagnosis but this is age related. The practice does have a bias towards the elderly.

Development of PPG

PPG now has a specification from NHS England as to what is expected from the patient group. We now have to reflect practice demographics and we are missing younger group members and racial sections. We also have to come up with 3 ideas to improve practice, which there has to be an attempt to implement.

Suggestions - ELECTRONIC COMMUNICATION and DNA's

New ideas should be reasonable and potentially do-able.

The surgery is also working on preventing unnecessary admissions, we are looking at the top 2% of patients to go on registered list as being at risk of being admitted. They then have a management plan so that they can be prevented from going into hospital. Dr Jasper is sceptical. CCG has created rapid response team who can manage some home care. Not been effective yet. Perhaps would be better at A & E triage?

Practice Development

Due to government changes the surgery is required to send out letters to all patients 75 and over informing them that they will now have a named GP. The surgery has looked at our current list of which there are a 1000 patients and we have decided to register all the male patients with Dr Jasper and all the female patients with Dr Cockell, any patient who wishes to change to another named GP can do so. All patients will be notified by post by the end of May 2014

Dr Galaiya is expecting her first child in October and we expect her maternity leave from September/October 2014, we are looking for a suitable maternity replacement until she returns.

Campaign for DNA - In March there were 17 hours of GP time and 10 hours nurses time that patients had booked but failed to turn up to the appointments. We have decided to tackle this with letters to patients and to encourage them with signing up to appointments on line and SMS text reminders. We have put posters up in the surgery to inform patients of the high volume of DNA's within the surgery and we are hopeful that this will have an impact on future appointments.

Electronic Prescription Service - EPS patients are still experiencing problems with the chemists, unfortunately the team implementing it has now disbanded.

Any other business

It was suggested that something be done about the doors at Farley Road which can be tricky for parents with buggies or for the less able. Automatic doors have been investigated previously and the cost of £2500 per single door and £5000 for the main front door was deemed too expensive. It was suggested that hinges that swing both ways might be a cost effective solution, the practice will look into this.

Date of next meeting

31st July 2014 St Johns Hall Selsdon