

# **MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING**

## **THURSDAY 27<sup>th</sup> January 2011**

**Present:**, Dr Cashman, Tracy Keogh Practice Manager, Noel Urwin, Vera Vipond, , Robert Burtwell, Martin Fidler, Sharon Vipond, Kate Dawson, Simon Brown

**Apologies for absence:** Drs Sanderson, & Cockell, John Beardsall, Dr Lyell, Dr Jasper, John Thirkell, Brian Mathews

**Minutes of last meeting:** Approved

**Matters arising:**

**Members Experience:**

- Welcome to our new members
- New newsletter due, Tracy has asked the Group to give some suggestions for this coming newsletter.
- Feedback on reception was good with getting through on the telephones and using the website to book appointments on line.
- Blood tests along with flu appointments are now available to book online, but we are not able to offer Nurse Appointments on line due to varying times for different appointment slots.
- Mayday – Feedback was given from a group member explaining that he felt the service he had received was excellent along with the services from Health Visitors for Older People and Social Services.
- Flu jabs had been available on line for patients to book if they did meet the criteria for the “At Risk Groups” since then they have been removed from booking these appointments on line. Tracy updated the group explaining that we were unable to purchase any further supplies of the flu vaccine but did have Swine Flu injections for those that meet the criteria. Mr Urwin did have an issue with booking on line for this and was re directed to Dr Lyell’s appointments. – Tracy will look into this.
- Tracy asked the group to have a look at our website for some feedback – good or bad – [www.farleymedical.co.uk](http://www.farleymedical.co.uk)
- Medication – Group member wanted further information relating as to why when he was picking his medication up that they not the usual brands he had on previous occasions. Dr Cashman explained that the pharmacist chooses which manufactures they wish to buy from so long as the drug that has been prescribed is the one that has been issued.

### **Practice Developments:**

- Dr Jaitly has had her Baby Boy and will return to us in July 2011, Nurse Marta who had a Baby Girl will not be returning to us and we wish her well.
- Patients Toilet – We have had installed to replace the light fitting, sink and tap, new disabled hand rail has been installed along with a new cistern which now meets DDA requirements. We have also installed a baby changing facility as well.
- Fire Alarm – over the next month the main surgery will be having installed a Fire Alarm System.

### **NHS Changes:**

- PCT will be no longer after March 2013, GP's will form commissioning groups for secondary care and to run budget's and purchase hospital care for our patients. At present there are 2 groups in Croydon and we have joined Croydon Healthcare Consortium, the idea behind these groups is to give the GP's a choice of service, more control and better quality but with this we will have less money to do what is currently being done by the PCT. We are still unsure what roles we are to be taking on and what roles if any will be lost by the change. What has been agreed is that the surgery will always put its patients first.
- Mr Urwin – gave feedback on the questions that Dr Lyell and Dr Jasper had raised about Mental Health – Mr Urwin explained that the response he received was on the same line of comments from the doctors. He was also informed by the MH team that the discharge back to GP can take some time; Dr Cashman explained that this was not the case and usually we just received a letter stating patient was being referred back to our care. Dr Cashman and Tracy explained that they have difficulty in arranging MH meetings and have not been able to arrange a meeting since June 2010.

### **Any other Business**

Group felt it would be a good idea if there was a patient talk for PPG group members on Commissioning, Tracy informed the group that this has been raised at a meeting but no date agreed as yet. Mr Urwin would also like to discuss this further with Tracy.

**Date of next meeting - Thursday 14<sup>th</sup> April 2011 @ 6.30pm**