

# HADDENHAM PATIENT PARTICIPATION GROUP

## Minutes of Meeting held at 7.30pm on Tuesday, 15<sup>th</sup> July 2014

**Present:** Barry Lynch, Dr M Howcutt, Ellen Soley (Practice Manager) and others

### 1 **Practice Report**

Dr Howcutt presented a slide show with his report.

Slide showed Dr Munir on a London to Brighton 107km walk. £610 was raised for the British Heart Foundation.

He was pleased to report that Dr West had returned to full time work.

Nikki Eastwood (Health Care Assistant) has restarted the NHS Health check and Smoking Cessation sessions.

Good feedback has been received regarding the new appointment system, but there are still difficulties in accessing certain GPs.

Jo Green (Practice Nurse) is on long term sick leave. The other nurses are covering until a new appointment is made which is expected soon.

A new NHS initiative is planned whereby patients with long term conditions can request a Care Plan from their GP laying out their care entitlements and from where they will receive services. It will also cover how emergency admissions will be dealt with.

It is planned that Care Plans will be available in September and this will add to the doctors' workloads.

It is still possible to opt out of the Care Data Project where patient information is supplied to a central database – forms are available in the surgery

In August there will be a change of the two GP Trainees at the surgery. The practice has no choice of candidates which are allocated by the NHS.

Dr Howcutt asked for support from the PPG in the role of 'critical friend'. How do we perceive the practice? Does it match with reality? The perception, the welcoming of new patients, the quality of care, and staff morale are all important. A survey will be repeated, please take part and encourage others to do so. The NHS Choices – which is a national website like TripAdvisor - allows patients to find out about the NHS and has an option to star rate. It is hoped that we will fulfil the role of critical friend by adding comments about our experiences – good or bad - and hopefully be an ambassador for the practice.

### 2. **Patient Issues**

Residents of Abbeyfield were surprised about the lack of diabetic checks for July and August and were advised by the practice receptionist to visit the hospital. It was felt this was not acceptable. GP Dr Sayed was very helpful. Dr Howcutt advised that new diabetic nurse has been appointed to replace Linda Haggie and that the situation should now be resolved.

An 'at risk' patient requested if urgent prescriptions could be prioritised. Experience of patient was that it took 7 days to get an antibiotic for a UTI. There were some reasons for the delay such as a 2 urine samples having to be sent to the lab due to a wrong test being made but there is some evidence that the information from the lab that a second sample was required was not transmitted to the patient. The prescription was mislaid between the surgery and the practice. On the question of the missing prescription it is hoped that the new system for electronic transmission of prescriptions to chemists will reduce the risk of this.

A new patient to the practice was confused about not being allocated a specific GP and asks who deals with letters from consultants if no doctor is allocated to them. Dr. Howcutt confirmed that in fact the practice does specify a responsible doctor to each patient internally but the policy is to allow a patient to visit or talk to any doctor.

### 3 **Electronic Prescription Service**

The EPNS2 is now live. Patients should register at their pharmacy of choice. Ellen Solley confirmed that only 500 patients had activated the system through their preferred chemist to date (around 17% of practice patients). There is a need to raise the profile of this system as it can improve the time delay in receiving a prescription.

### 4 **PPG Mailing List**

Barry Lynch was disappointed with the lack of response to his form requesting email addresses for the PPG mailing list. These forms are still available at the surgery and from Barry Lynch. PPG will endeavour to enlist assistance of other local groups in building the mailing list.

### 5 **Fundraising**

The 200 Club will start in January. Lesley Coles and Di Franklin will also organise a cascade coffee morning in September and need people to join the scheme. Raffle tickets will also be available. It is hoped that £2500 could be raised and would like to know what the surgery needs as it would be good to know what the money is raised for. They will also try to have a stall at the Haddenham Village Fete.

### 6 **Development of Medical Centre Site**

AVDC will receive the plans this week. A decision will be made shortly.

**7 Tyrefighters**

David Lyndsey announced that there are now 16 members and is very pleased with their success thus far. The group meets at the surgery at 9.00 – 10.30am on each Saturday morning and sessions are free of charge. He also thanked the practice for accommodating the sessions without charge.

**8 Date of the Next meeting**

This was agreed as Wednesday, 10<sup>th</sup> September at 7.00pm.