UPTON SURGERY PATIENT PARTICIPATION GROUP Monday 15 April 2013 MINUTES

Present:Philippa White (PW), Dr S M A Everitt, Dr J P Barrell, Chris Milne, Jo Daniell,
Dawn Patterson, Roy Tyler, Lakhbir Virk, Lysa Ball (notetaker)

	The Group welcomed Lakhbir Virk, IT Services Project Manager from the Acute Trust	Action
	who came along to give a presentation on item 2.	
1	Apologies – Glen Green Jenny McGowran Janet Bastick	
2	 Summary Care Record – LV introduced himself to the group and thanked them for their time. LV confirmed he had already had a meeting with PW and our IT Lead and would be happy to do a couple of drop in sessions here at the surgery to help inform our patients. The Summary Care Record (SCR) is being introduced to improve the safety and quality of patient care. The SCR will only show Medication, adverse reactions and allergies and the aim is for Emergency Departments, Out of Hours and Ambulance services to have a better idea on how to treat a patient. The SCR will only be accessed once a patient has given consent. More information on this can be found at www.nhscarerecords.nhs.uk The project back in 2010 was postponed due to the fact that not all clinical systems were compatible. A/E and pharmacy staff at the Acute Trust are keen to trial this and once 10% of the County has been uploaded they would like to start to use. LV confirmed 7 practices uploaded so far, it is hoped another 7 – 10 practices will be uploaded in the 3 – 4 months Discussion took place regarding access and if the SCR could be viewed by someone who shouldn't be looking at it. It was confirmed that access was via a Smartcard (similar to a "chip and Pin") which has a higher level of security than internet banking. The group could see potential problems regarding these issues and LV confirmed that the information Governance and processes were still being discussed and the internal process needed to be reviewed to make sure it was a robust system. Issues raised by group – that the majority of our junior doctors who come here arrive without a smartcard and it has been up to our IT Lead to sort this out for them – LV will look into this for us. PW raised the question about those who had opted out back in 2010 whether we should write to them again to see if they had changed their minds and what about those who were under 16 at the time. It was suggested that we communicate this via our new	Agenda item next meeting LB
3	Minutes from Meeting 14 January 2013 – These were accepted as a true record and will be available on the website.	LB
	Matters arising: Telephone recording – PW confirmed that we would have to pay for this service and we were still in the process of consideration. JD confirmed that she felt it would protect staff. Group support in principal and will leave to the Surgery as to when we implement. RT suggested that we use the phrase "this call may be recorded" Eye Health Event – This will take place at 7pm on Tuesday 14 May 2013. First Aid in the Community/Befriending services – LB gave the group an update on these services, LB to email a copy to those not present. The information will be used in future newsletters and possibly on the website.	LB

	Pharmacy Update – We will arrange for ARH to update group at next meeting.	PW
	Appeal has been turned down. Town Council have raised concerns regarding the foot fall coming into Upton should a pharmacy be built on our site. Group will register their	
	disappointment and ask what basis the decision was made. CM/PW to discuss with BK.	СМ
	Community Day – It is hoped that we may join with the Primary School and Riverboats at the School Fete in June. Unfortunately the meeting for today was	
	cancelled. PW/LB report back once new meeting has been arranged. PPG would like	PW/LB
	to be involved. Physiotherapy – PW confirmed we now had a new permanent Physiotherapist and	
	her name is Elizabeth Pearson.	
4	111/OOH – Discussion took place regarding this and it was confirmed that due to on- going operational issues NHS 111 call handling will revert back to Harmoni as from	
	Thursday 18 th April. PPG will write to SWCCG regarding concerns with 111. PW will	ALL
	keep PPG informed of changes as and when they happen.	PW
5	GP on ambulance project – PW displayed an information poster but all were concerned as there was no colour code analysis and the group felt that a written report	Agenda Item next
	would be more beneficial. This item to be put on next agenda.	meeting
6	Clinical Group Commissioning Involvement – Get involved, Better together – The CCG would like members of the PPG to sign up to this. It will enable patients and the	
	public to work together with NHS South Worcestershire Clinical Commissioning Group	
	to better understand and help shape local health services. There are several levels of membership (low, medium, high). PPG confirmed 4 members had signed up for this.	
7	New GP Contracts/DES update - JPB updated the group regarding the new QoF	
	targets. He confirmed that the targets were getting harder to hit, more targets, less points and therefore less money. PW confirmed that all contracts had been signed	
	and returned to the Worcester County Council. PW confirmed that the Weight	
8	Management LES had been stopped. NHS GP Patient Survey feedback – Each member was given a copy of this report	
	and the group felt this reflected the practice very well. CM congratulated the surgery on behalf of all the members. A copy of survey will be emailed to those not present.	LB
9	Review of Action Plan – This is needed for DES purposes and we need to think of	Agenda
	new areas ready for next year. To be put on next agenda for aims to be reviewed.	Item next meeting
10	Home from Hospital follow up – DP asked for clarification of our surgery procedure following a patient's discharge from hospital. It was confirmed that the patient needed	
	to contact us regarding their discharge and each case is dealt with on its own merits.	
	Members have asked if this could be put in our newsletter, LB to action. DP will email PW if she requires any further information on this topic.	LB DP
11	Practice Update – SME gave the group an update and a hard copy of this was handed out and LB will email those not present.	LB
12	Complaints, Compliments and Suggestions – PW discussed the Upton Surgery	
	annual complaints report for period 1.4.12 – 31.3.13, a copy is available via email if required. A total of 4 complaints had been received for period 31.12.13 – 31.3.13 – all	
	had been actioned appropriately. We had received lots of thank you cards, chocolates	
	and sweets, various verbal compliments. Donations to UMST totalled £1029.51, of which £750 was used specifically for a memorial bench which has been installed at the	
	front of the building.	
	Patient Suggestion Box – (Jan 13 – Mar 13) – Discussion took place including the outcomes achieved and the reasons why some suggestions were not able to be	
	actioned.	
1		

13	AOB –	
	• SME thanked the group for all their support and the time they spend with us.	
	 PW – A gentleman had enquired about joining the PPG group and JPB will phone him to discuss as no current vacancies. PPG are happy for him to write to them with ideas/suggestions for future discussion. 	
	 Expert Patient Programme – PW informed the group that we had now booked two courses, one for July and one for September and we are in the process of promoting this. 	JPB
	Date and Time of Next Meeting – Monday 15 July 2013 at 6.30pm	