

MINUTES OF PATIENT GROUP MEETING

HELD ON THURSDAY 12th JANUARY 2017

Present: Sue Warren - Oaklands
Leigh Arif - Oaklands
Jane Greenfield
Chris Clark – Chair
Joan Davis

1. Apologies

Caroline Tebbutt, Teresa Springett.

2. Minutes of Last Meeting

Agreed

3. Action Points Arising

(Item 5) Ongoing. The practices had looked at the appointment system and had allocated more emergency appointments on a Monday which had helped the on-going situation of appointment availability. The practice will continue to monitor and review the appointment system for improvements.

(Item 7) The Music Licence had now been purchased and staff and patients had been able to listen to festive carols over the Christmas period! This would also ensure patients did not over-hear private conversations in the waiting area. This was welcomed by the group.

4. Staffing

There had been a couple of minor staffing changes. Dr Cyrus had left the practice and the practice was advertising for a new salaried GP and Nurse Practitioner. The surgery had also recruited a regular locum Monday – Friday.

5. Comments Box /Friends and Family

Friends and Family feedback had been positive.

6. Flu Clinics

The practice had done quite well with their flu uptake for 2016/17, however, when pharmacists vaccinate our patients, as an alternative to the surgery, they should notify the practice so that patient records could be updated. This was not always happening which was a cause of concern to the surgery.

7. GPHA

The GPHA had increased the amount of appointments available for their members, and appointments were now being offered of an evening from 7.00pm – 9.00pm Monday – Friday up to end of March 2017.

From 1st January the Essex Way surgery appointments had been moved to Hawkesbury Road .

8. Roving GP Service

The roving GP service had been introduced to support GP practices that had urgent need for primary care services, who would not have otherwise been seen on the day. The service was for Health Care professional only. The service is run by one GP in a car who will cover South East Essex. The service will offer additional help and support to health care professionals and hopefully avoid unnecessary hospital admissions. This service runs until 20th January 2017.

The PG welcomed this service and thought it would be beneficial to patients and GPs alike to alleviate lack of appointment availability.

9. AOB

- a. PG members expressed their desire for more on-line appointment availability. Leigh advised the group that she had been informed that Dr Patel's patients were not showing on the appointment availability. SW will look into the situation. **Action: SW/LA**
- b. Oaklands Surgery had no control over the disabled parking spaces located in the Paddocks car park. PG members had noticed 'non blue badge holders' using the spaces. Unfortunately this was out of the surgery's control.
- c. The PG were always looking to recruit new members and SW did have a couple of people whom she was going to invite to the next session in April.

10. Date of Next Meeting

20th April 2017, Central Canvey Primary Care Centre at 3.30pm