

MINUTES OF PATIENT GROUP MEETING

HELD ON THURSDAY 14TH SEPTEMBER 2017

Present: Sue Warren - Oaklands
Leigh Arif - Oaklands
Chris Clark – Chair
Joan Davis
Caroline Tebbutt
Teresa Springett
Diane Short
Colin Turner

1. Welcome

Sue welcomed all members, and particularly the 2 new members to the group, Mr Colin Turner and Diane Short.

2. Apologies

Apologies had been received from Jane Greenfield, June Reber and Mark Sharman.

3. Minutes of Last Meeting

Agreed.

Action Points Arising from Previous Meetings

- *Request from PG members for more on-line appointments.*

On-line appointments have been increased; there are now 32 GP appointments available each week on-line

- *To attract more Patient Group members*

Achieved. Messages had been sent to patients asking whether they would like to become a member of Oaklands Surgery patient group. Very good response achieved.

4. Patient Participation Group Constitution

Oaklands Surgery PPG Constitution was discussed. The last one had been put in place when the group first started in 2010. The new constitution was amended and agreed by Chair (Chris Clark).

5. Presentation

A short presentation was shown to the Group. The presentation was on PG groups in general and the aims and objectives of the group.

6. Hospital Services in South Essex

Sue passed a recent press release to the group. The release outlined the options for future hospital services in mid and South Essex. Services had been discussed with staff and local people the benefits of one hospital, possibly Basildon, providing the most serious emergency treatment. Feedback was that there were concerns about all 'blue light' ambulances going straight to Basildon. Improving patient care was forefront and different specialist teams across the 3 hospitals, Basildon, Southend and Broomfield, along with the separation of planned and emergency care was still being considered.

No decision on the future pattern of services had yet been taken, and the decision will only be made once a full public consultation had taken place.

7 Gluten Free Prescribing

CP&R CCG had taken the decision to no longer support the prescribing of gluten-free food.

A discussion took place surrounding prescribing, and PG members agreed that costs needed to be made in the NHS and this was one way of making a small, but needed cost cutting exercise.

8 Learning Disability Mortality Review Programme

It had been reported by the LeDeR programme that some people with learning disabilities were dying sooner than they should. Some of the reasons for this were related to the standard of health and social care they received.

The Learning Disabilities Mortality Review Programme which had been commissioned by the Healthcare Quality Improvement Partnership (HQIP) on behalf of NHS England was discussed. The LeDeR programme support local areas to review the deaths of people with learning disabilities aged 4 year and over. After initial review of the death, a more in-depth review is carried out involving people from health, social services and other agencies. The reviewer will speak with family, friends and key people about the life and circumstances leading up to the death of their relative or friend. The aim is that by finding out from friends and family what they feel could have been done differently, and if improvements could be made in the future.

9 Friends and Family Test

The F&F test results were discussed. Overall positive feedback had been received.

10 Patient Survey

A patient survey had recently been carried out by NHS England. The survey compared the local CCG and the national statistics. Patient Group members discussed the responses.

The main concerns were surrounding appointments and access. The practice had recently increased on-line appointments, and changes had been made to the appointment system. PG members felt that the Systmone on-line access needed to more easy to understand. Sue agreed that the website did not appear particularly user friendly to allow patients to make appointments, book repeat prescriptions etc on-line. She would therefore look to change the design of the website. **Action Sue W**

Leigh explained to the group that to encourage patients to sign up to on-line booking she had been giving out information when patients registered at the practice. This had significantly

increased the uptake. It was also suggested by PG members to produce a leaflet for patients to make the on-line bookings easier. **Action Sue W**

The practice was now holding Saturday clinics. Appointments were available with either a nurse or Doctor, every other Saturday up to December. This will be extended in the New Year if the extra appointment were successful with patients. This should help alleviate appointment issues.

A particular area which the survey showed the surgery excelled in, was the care provided by Oaklands nurses. A score of 100% of patients who said that the last nurse they saw or spoke to was good at listening to them. All members agreed that this was a good score well above the CCG average of 94% and the national average of 91%.

11 AOB

- a. Mr Turner outlined the Lets Get Moving campaign which had been running within the surgery over the last couple of years. Unfortunately funding had been stopped and the campaign had moved to a different area.

He showed his appreciation to the surgery, and in particular Victoria Mottershead for holding the group sessions. He told the group that as a consequence of the campaign a number of the group had remained friendly and had been supporting one another with different initiatives for example cycling, golf etc. The majority of the group had improved their health and fitness, with one member in particular who had changed his diet, exercise programme and was no longer borderline diabetic.

Mr Turner also expressed his thanks to the reception staff at Oaklands, appreciating that they are front line staff and take the brunt of patient complaints and concerns.

- b. **Flu Clinics**

Sue informed the group that Flu Clinics were starting later this month.

12. Date of Next Meeting

11th January, 3.00pm

Sue thanked everyone for coming and their contribution to the group, especially new members Colin and Diane.