**Dr P K Mohanty**

**Witham Health Centre**

**Patient Participation Group**

**Meeting Minutes**

**Thursday 10th April 2014 at 2:30pm**

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| **Attendees:** | **Apologies for absence:** |
| Brian Proctor ChairDr P K Mohanty GP (In Part)John Croager Practice ManagerJeanette Johnson PatientMorris Timberlake Patient | Dr V P Killy General PractitionerJoss Fehmi PatientGeorge Lloyd Patient |

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| **Item** | **Details** | **Action** |
| **1** | **Chairs Welcome**Brian welcomed all to the meeting and thanked those attending for their time.**1.1 Minutes of last meeting**.Minutes of the last meeting held on 12 December 2013 were agreed by the meeting as correct. The Chair then signed the minutes. |  |
| **2** | **Terms of Reference (Review)**The meeting discussed the Terms of reference and all agreed that there was no need for them to be amended. The meeting agreed that the terms of reference should be kept in place for a further year. |  |
| **3** | **Ratification of the Annual Report****1.1 Annual Report**The meeting discussed two points raised by members prior to the submission of the annual report which had been added to the report before submission to the NHS England – Local Area Team (NHSE LAT) and inclusion on the practice website. The meeting ratified the amendments and the final report.**1.2 Action Plan**The Action Plan for 2014 -15 (Appendix A) was presented to the meeting and agreed by the members present. |  |
| **4** | **Update from the Practice**John advised the meeting of the following:**4.1 Dr Anwar-Ahmad**Dr Anwar-Ahmad has tendered her resignation with effect from 30 June 2014. Dr Anwar-Ahmad’s husband has been appointed by his employer to a position in Dubai where Dr Anwar-Ahmad and her family will be joining him.The practice wished Dr Anwar-Ahmad all the best to her and her husband for the future.John advised the meeting that the practice did not intend to find a replacement at this point as Dr Killy will provide additional sessions.**4.2 Phlebotomy**The Mid Essex Clinical Commission Group (Mid Essex CCG) has commissioned a new blood collection system which was introduced on 19th March 2014. The system was introduced to the surgery with no complications. The practice was advised that the main benefit was that the new system meant that blood samples were less likely to become unstable prior to testing.**4.3 Electronic Prescribing**The practice can now send the majority of patients prescriptions to almost any pharmacy of the patients choice this is achieved by the GP electronically signing the prescription which is then transmitted electronically, and awaits the patients collection at the pharmacy of choice.There has initially been positive feedback from patients mainly for the reduction in journeys to the practice. The practice has noticed a considerable reduction in the number of face to face contacts from patients and the reduction in the repeat prescription workload.**4.4 Press Coverage**Following local problems with the Press misquoting GP practice comments and incorrect reporting, Mid Essex CCG and NHSE LAT have collectively contacted the Press to advise and correct the misconception of Health Services in the area. Mid Essex CCG have also appointed a new person to deal with press issues.  |  |
| **5** | **Group Business**Matters in the Business plan were discussed and it was agreed that the practice would verbally update the group at each meeting. | John |
| **6** | **Any other Business****6.1** Brian Procter advised that he had been in contact with Steve Burtrand and advised that Steve was hoping to attend future meetings and was willing to resume the role of Secretary. Brian advised that if the group agreed he would be meeting Steve shortly and would raise the subject with him. The Group agreed the proposal.**6.2 Future of the Group**With so few members the future of the group was raised. It was also noted that the practice had received very little re-imbursement from NHSE LAT for the work undertaken in 2012-13 and the outcome for the work for 2013-14 was still unknown.Brian expressed that he felt the group should continue and fresh efforts made to increase the membership.**6.3 Patient Concern**George Lloyd, a new group member, wished to raise two issues sent by e-mail.The issues are:6.3.1 Repeat Prescriptions6.3.2 District Nurse AppointmentsThe Chair commented that both the issues raised were outside the Terms of reference for the group. 6.3.1 should be raised directly with the practice giving specifics details. 6.3.2 should be raised with the District Nurse service again giving specific details. | Brian |
| **7** | **Date of Next Meeting**The date of the next meeting was provisional booked for:12th June 2014 at 14:30 at The Witham Health Centre. The date and time would be confirmed at later date.  |  |

**Appendix A**

**Dr P K Mohanty & Partners**

**Witham Health Centre**

**Annual Report from the Patient Participation Group**

**Action Plan**

Following on from the Annual Report for 2013 -14 the following are the actions that the group wish to follow during 2014-15.

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| **Item** | **Details** | **Target Date** |
| 1 | Undertake a Patient Survey for patients that visit or contact the nurses to try and help the group understand why there was a decrease in the last survey when a patient had seen or contacted the nurse. The Group feels that the survey conducted in 2013-14 is not a true reflection of services received. | 30 June 2014 |
| 2 | The introduction of the SMS message to patients when booking an appointment has been well received by patients, however the Patient Participation Group feels that there is a considerable number of patients that DNA for appointments and have not updated their mobile number with the practice. Was to increase the number of mobile phone numbers need to be considered. | 30 Sept 2014 |
| 3 | The practice has successful gone live with the Electronic Prescription Service and to develop this service to the full potential the Patient Participation Group encourage patients to request more repeat prescriptions electronically to further reduce the volume of paper. | 31 Dec 2014 |
| 4 | The Patient Participation Group is keen to expand the use of IT and will work with the practice to introduce on-line booking of appointments.  | 31 March 2015  |