**Dr P K Mohanty**

**Witham Health Centre**

**Patient Participation Group**

**Meeting Minutes for**

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

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| **Attendees:** | **Apologies for Absence:** |
| Brian Procter Chair  John Croager Practice Manager  Dr P K Mohanty General Practitioner | Dr V P Killy General Practitioner  Jeanette Johnson Patient  Morris Timberlake Patient  Steve Burtrand Patient  Joss Fehmi Patient |

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| **Item** | **Details** | **Action** |
| **1** | **Chair’s welcome.**  Brian welcome all to the meeting and expressed his disappointment at the lack of attendance. It was agreed that membership would be bought up under item 6 Group Business.  1.1 The apologies for absence received were noted. |  |
| **2** | **Minutes of last meeting: 4th April 2014**  Minutes of the meeting held on 4 April 2014 were agreed as being correct and duly signed by the Chair. |  |
| **3** | **Matters Arising**  It was noted that Steve Burtrand had contacted Brian as Chair and advised that whilst he was unable to make this meeting as he intended he hoped to make future meeting and continue to take an active part in the group. |  |
| **4** | **Update to Action Plan**  **Item 1 Patient Survey**  John advised that there had been no progress to date on the plan to hold a survey of patients seen by the Practice Nurses.  John advised that in the changes to the GP Contract from 1 April 2014 there was now a contractual requirement for practice to undertake a monthly survey of patients attending the practice known as a Friends and Family Test (FFT) although the NHS has yet to issue Guidance John attended a training session details of which he briefly outlined to the meeting.  It required the practice to complete a return on a monthly basis to NHS England of the patients surveyed.  Before commencing work on a new survey John was felt that it would be prudent to seek the opinion of the Group.  It was concluded that with the NHS England survey sent to patients and the new requirements of the GP Contract it would be counterproductive to undertake another survey. It was felt that patients would become “Surveyed Out”.  It was noted that the NHS Survey for the previous year was considerably different to the outcome of the survey conducted by the practice and bought into question the value of the NHS Survey.  **Item 2 SMS Messages**  The meeting was advised that patients were requesting details of their mobile telephone number on an opportunistic basis and recording the details when given by patients.  **Item 3 Electronic Prescribing**  The meeting was advised that the practice had achieved 2nd place in Mid Essex the number of repeat prescriptions that were sent electronically with 55% of all prescription being sent electronically against the NHS target is 50%. At the instigation of the practice a problem that was restricting the number of electronic prescription that could be issued had been removed and the practice is hoping for an even higher achievement for July 2014.  **Item 4 On Line Booking**  John advised that this has yet to be started but hoped to get the fact finding completed by the end of September 2014. |  |
| **5** | **Update from Practice**  The meeting was advised that Dr Zahra Anwar-Ahmad had now left the practice. The Group wished her all the best for her future in Dubai.  John advised that, with the other Witham practices, he attended a meeting of Witham Town Council on the evening of Monday 7th July. The purpose was to discuss the future health needs of the residents of Witham. NHS England and the Clinical Commissioning Group were also represented.  This practice and two other practices in Witham are already in discussion on colligate working to improve services for Witham patients.  Patients over 75 have been advised of their nominated GP, it is emphasised that patients can still see their GP of choice. This is a new requirement for the GP Contract and a reversal of previous directions. The letters have caused some concern amongst patients.  Patients that are at risk of an Emergency Admission to hospital have been invited to have a Care Plan drawn up to try and help to avoid an Emergency Admission and to provide information in the event that they need to contact the Out of Hours service or attend A&E. |  |
| **6** | **Group Business**  The group was advised that Janet Butler had registered at another practice and was no longer a member of the group. The Group wished Janet the best for the future. |  |
| **7** | **Any other business**  There was no other business and the Chair declared the meeting closed. |  |
| **8** | **Date of Next Meeting**  16th September 2014 2.30 Witham Health Centre |  |