**Dr P K Mohanty**

**Witham Health Centre**

**Patient Participation Group**

**Meeting Minutes for**

**Thursday 16th September 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 Jeanette Johnson Patient  Morris Timberlake Patient | Dr V P Killy General Practitioner  Steve Burtrand Patient  Joss Fehmi Patient |

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| **Item** | **Details** | **Action** |
| **1** | **Chair’s welcome.**  Brian welcome all to the meeting.  1.1 The apologies for absence received were noted. |  |
| **2** | **Minutes of last meeting: 10th July 2014**  Minutes of the meeting held on 10 July 2014 were agreed as being correct following an amendment to Item 2 sub item SMS Messages first line insertion of “being”. Following amendment the minutes were duly signed by the Chair. |  |
| **3** | **Matters Arising**  It was noted that the practice had received an e-mail from George Lloyd pointing out that he was in the group of members who are “virtual members” by e-mail contact and therefore would not necessarily attend meetings but contribute by e-mail.  Other matters are included in these minutes. |  |
| **4** | **Update to Action Plan**  **Item 1 Patient Survey**  John advised that the survey specifically for Practice Nurses would now not be progressed. This is due to the considerable amount of additional work required by the changes to the GP contract. The requirements of new NHS Contract obligation for the practice to undertake the “Friends and Family” survey would result in a duplication of work.  At the previous meeting it was noted that the NHS Survey for the previous year was considerably different to the outcome of the survey conducted by the practice. An enquiry into the NHS Survey results process revealed that in a patient had indicated “Not Applicable” or not answered it was still counted in the denominator when calculating the percentage score. The effect was to considerably reduce the percentage scored. The process is at present being challenged.  **Item 2 SMS Messages**  Staff are actively requesting mobile telephone numbers from patients where none is held and checking those that are found to no longer be in use.  **Item 3 Electronic Prescribing**  The meeting was advised that for the month of July 2014 the practice had achieved 94% of all prescriptions being sent electronically. Morris raised the problem that although the practice performance was excellent he was being advised that he had to wait 5 days for his pharmacy to dispense medication. The meeting was advised that the practice was aware of the situation and acute medication prescribed during consultation was being printed and handed to the patient. John agreed to take pursue the problem with NHS England who commissioned pharmacy services.  **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. This will delayed until December 2014 due to the increase in contractual work from NHS England. | John |
| **5** | **Update from Practice**  The practice is in the process of drawing up Care plans for patients that are at risk of an Emergency Admission to hospital. This is a very large piece of work which is being progressed by nearly all the staff without out impacting of patient care.  Discussions have been held between all four Witham practices to submit a plan to NHS England for funding to improve access to Healthcare for all the residents of Witham by working collegiately. A draft plan was prepared by the practice and submitted to all practice for comment. The plan covered all the areas in the NHS England document “Transforming Primary Care in Essex – The Heart of Patient Care” and the Mid Essex CCG document “Mid Essex CCG Integrated Plan 2013/14 and beyond” (I have previously e-mail both documents to members). Mid Essex CCG were very supportive of our plan and the proposed submission. It is unfortunate that two Witham practices expressed that they no longer wish to participate in the plan. The result is that we no longer have the required number of patients to progress the plan.  However, The Douglas Grove Surgery and this surgery intend to work together to find areas where we can work together to improve patient care in Witham.  **24 hour blood pressure monitoring**.  The previous 24 hour blood pressure monitoring service provided by Broomfield Hospital has been discontinued the GPs felt that this is an important service to patients. Therefore the doctors have purchased the necessary equipment and training to continue this important service for patient care.  **INR machine**  The GPs have purchased the necessary equipment and training to monitor patient who need take Warfarin to stop their blood clotting and causing a stroke. This equipment is now in place and requires only a finger prick test with an immediate result rather than a full blood test with results received at a later date.  **D- Dimer**  The practice is in the process of obtaining equipment that will establish if a patient has a Deep Vein Thrombosis.  **Flu**  As we are about to start the “Flu Vaccination Season”, to this end the practice has in place dates for Flu clinics and is arranging visits to house bound patients, patients in care homes and patients in sheltered accommodation. |  |
| **6** | **Group Business**  Morris enquired the reason as to why Shingles vaccination was only to a limited age group of patients. Dr Mohanty advised that the age criterion was set by Public Health England and was widening each year. Practices are not allowed to vaccinate outside the set criteria.  There had been no matters raised by e-mail for input by the group other than that mentioned earlier in the minutes. |  |
| **7** | **Any other business**  There was no other business and the Chair declared the meeting closed. |  |
| **8** | **Date of Next Meeting** |  |