**Dr P K Mohanty**

**Witham Health Centre**

**Patient Participation Group**

 **Update to Meeting Minutes**

**16th September 2014**

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| **Item** | **Details** |
| **4** | **Item 2 SMS Messaging**All at the practice continue to update patient records with patient Mobile Telephone number so that text messages can be sent to confirm patient appointments. NHS England has ceased to fund the SMS messaging system however we are pleased to advise that Mid Essex Clinical Commission Group (Mid Essex CCG) understands the value of the SMS process and has agreed to fund this valuable service.**Item 3 Electronic Prescribing**The practice continues to champion Electronic Prescribing as this provides a secure process for patients on repeat medication with an audit trail on the progress of a patient prescription. There have been some problems with the process at the pharmacists. The practice has worked with the pharmacists to solve issues as they arise. The electronic prescribing has been further developed to give patients the ability to order medication that has been authorised by a GP for repeat to be booked on line from a patient computer or other electronic devise. Please see Item 4 for further details. **Item 4 On Line Booking**In February 2015 the practice introduced the process for patients to book appointments from their computer or other electronic device. NHS Regulations require that the patient provide the practice with Photo identity, proof of address and completion and signing of a simple form of agreement to the Terms and Conditions of On Line Booking. The practice has made available a number of appointments each day which are exclusive to The On-Line booking process. The process also allows patients to request repeat medication without having to submit a form. Medication that has not been agreed by a GP to be repeatable may also be requested but will be subject to GP approval prior to a prescription being prepared. |
| **5** | **Update from Practice**The practice has drawn up the Care plans for patients that are at risk of an Emergency Admission to hospital and these patients continue to be monitored by the doctors to ensure that they receive appropriate care in the community rather than requiring a visit to A&E where a non-emergency patient often has a long wait to be seen. So far this year we have avoided 22 visits to A&E by this cohort of patients. Witham practices have split from the Braintree Practices to form a separate Witham Group to consider and deal with the issues of Healthcare in Witham.The practices meet on a monthly basis to discuss and seek solutions to problems that effect Witham patients.Witham will shortly see the introduction of a pilot programme to help support and treat patients with back pain by providing help and care to patients locally in Witham.The phlebotomy services provided by Broomfield Hospital Hospital at the Fern House Surgery at the Fern House Surgery was due to cease, the outcome is that the service will now continue from the Douglas Grove Surgery off Humber Way, the full details are not yet available but the service has been saved. To help our patients we will shortly be increasing the number of daily phlebotomy appointments we are confident that this will be well received by patients. **24 hour blood pressure monitoring**.The 24 hour blood pressure monitoring service provided by the Practice is now well underway with many patients already having benefitted from the service with the doctors getting results earlier than if patients had gone to the previous service at Broomfield Hospital. **INR machine**The INR service (blood clotting) is now well under way with a separate clinic each Tuesday morning; the service has proved to be very popular with patients with the practice being able to adjust patient medication while they wait or later the same day.**D- Dimer** The D-Dimer equipment is now in place and has been used on several occasions to establish if a patient has a Deep Vein Thrombosis (DVT). In the event that a DVT is discovered the practice is able to initiate immediate treatment or fast track the patient to the specialist unit at Broomfield Hospital. To date the equipment has been used several times to good effect. **Friends and Family**January 2015 saw the compulsory introduction of “Friends and Family” by NHS England. The idea is to ask as many patients as possible to complete a questionnaire if they would recommend the practice to a friend or family member with space for comments from the patients.Each monthly outcome is reported to NHS England for them to review.The table below demonstrates the response to date. The monthly breakdown is in the attached spread sheet which includes patient comments.The practice would appreciate any observations or suggestions that arise from the patient comments.We have found a reluctance of patients to either completing the questionnaires or returning them to the practice. Many patients have voiced concern at being asked to complete another questionnaire.It is expected that a staff member should “champion” the exercise however we do not have the spare staff capacity to cover this process. Please let me know if you are interested.Is it possible that a member of the PPG would like to volunteer to attend the surgery on two half days a week or fortnight to help the practice increase patient uptake.

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| **Friends and Family Responses** |
| **Month** | **Extremely Likely** | **Likely** | **Neither Likely or unlikely** | **Unlikely** | **Extremely unlikely** | **Don't know** | **Total Responses** |
| Jan-15 | 12 | 8 | 4 | 2 | 1 | 1 | 28 |
| Feb-15 | 20 | 10 | 0 | 2 | 0 | 0 | 32 |
| Mar-15 | 4 | 3 | 0 | 0 | 0 | 0 | 7 |
| Apr-15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| May-15 | 4 | 0 | 0 | 0 | 0 | 0 | 4 |
| Jun-15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jul-15 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Aug-15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sep-15 | 8 | 1 | 0 | 0 | 0 | 0 | 9 |
| Oct-15 |  |  |  |  |  |  |  |
| Nov-15 |  |  |  |  |  |  |  |
| Dec-15 |  |  |  |  |  |  |  |
| Jan-16 |  |  |  |  |  |  |  |
| Feb-16 |  |  |  |  |  |  |  |
| Mar-16 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Total | 50 | 22 | 4 | 4 | 1 | 1 | 82 |
| % of total | 61% | 27% | 5% | 5% | 1% | 1% |  |

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| **6** | **Group Business**I sadly have to advise members that Brian Procter has resigned as Chair of the Patient Participation Group. We would like to thank Brian for his work and support during the past few years.There have been no matters raised by e-mail for input by the group other than that mentioned earlier in the minutes.  |