

MINUTES OF PATIENT GROUP MEETING

HELD ON THURSDAY 6TH OCTOBER 2016

Present: Sue Warren - Oaklands
Leigh Arif - Oaklands
Jane Greenfield
Chris Clark – Chair
Joan Davis

1. Apologies

June Reber, Caroline Tebbutt, Irene Tearle, Theresa Springett. Irene has now resigned from the group. Irene has been a long standing member and contributed to the group on lots of issues and all present wished her well for the future.

2. Minutes of Last Meeting

Agreed

3. Action Points Arising

CC discussed the administering of medication to children whilst they are attending school. School administrators should only administer medication as per the GP recommendations.

4. CT, who was absent from the meeting, asked that telephone issues be brought to the meeting. She had recently experienced extreme difficulties getting through on the phone, along with members of the District Nursing team. LA outlined the procedures for answering the telephone lines, and SW had contacted Tracey to find out why issues were arising on getting through on the phones recently. Oaklands, during the summer months, had been care-taking the Grafton Surgery which had put additional pressure on the telephone system. The majority of members present had found the new telephone system far better than the old one, however, these issues will be periodically audited.
5. Appointment slots were discussed amongst the group. It was suggested that to alleviate the surge in telephone calls at 8.00am and 1.00pm, when the emergency slots were opened for booking, emergency slots could be staggered throughout the day. An overhaul in the appointment system was being considered.
6. Patients should be encouraged to use the self-check in system. Patients can often be held in a long queue waiting to book in for their appointment.
7. Patient group thought that it would be a good idea to purchase a music licence so that soft music could be played in reception. This would also help in directing patient focus away from the reception desk, which in turn would help with patient confidentiality.
8. It was suggested that more use should be made of the TVs in reception, advertising services provided by the surgery.

9. Staffing

Nurse Kirsten Dangerfield had taken up a position at Southend hospital working in a specialised Heart department. Dr Cyrus had announced her intention to leave the surgery at the end of

November. The practice had secured a locum GP for 3 days a week, Dr Bhatia, and the practice continued to advertise for more GPs. Leigh had been made team leader over the 2 reception teams, ensuring smooth continuity, this was working well. JD asked whether Emma, Oaklands Practice Manager, was enjoying her role in the surgery. SW confirmed that Emma had been with the practice for over a year and was enjoying her role. Dr Patel had been with the surgery for more than 6 months and had received extremely positive feedback from PG members and staff alike.

10. Friends and Family and Comments

Overall positive comments had been received.

11. Flu Clinics

The annual flu season was upon us. Dedicated Saturday clinics had been set up over the month of October, with appointments also available during the week with nurses and HCAs for patients who are eligible.

12. Blood Tests (Pathology First)

Changes to blood test appointments at Southend Hospital would be taking place in October and November 2016. Patients who wish to book a blood test over the phone should use one of the new telephone numbers: 01702 746509, 01702 746510 and 01702 746511. These numbers are available Monday to Friday 7.30am – 5.00pm (excluding UK public holidays). From Tuesday 1st November blood test clinics at Southend Hospital will be available by appointment only. Walk-in clinics will no longer be available. Appointments can be made online by visiting website: www.southend.nhs.uk/for-patients-visitors/blood-tests

13. Social Media

The practice on occasions had received negative criticism on social media. The practice had therefore decided to issue a statement informing patients that it is inappropriate for the practice to respond to anything on Facebook. If patients have concerns then they are asked to get in contact with the surgery where any issues can be brought to the practice's attention. It is also worth noting that the practice also receives some very good positive feedback from our patients. All present agreed with statement and PG members had received some very good positive comments about the surgery and clinicians.

14. Mid and South Essex Success Regime

SW informed the group that there was a meeting taking place on Friday 7th October 2016 at the Paddocks at 6.00pm. The meeting is a chance for patients to get involved at an early stage, before suggestions are developed for public consultations later in 2016/17, on the proposals to rearrange hospital services across sites at Basildon, Chelmsford and Southend. More information is available at <http://castlepointandrochfordccg.nhs.us/success-regime/sr-events>.

15. Public consultation on changes to Orthopaedic Care

SW informed the group about proposed changes to Orthopaedic Care.

Patients were being asked to have their say on the proposed changes. The two local Clinical Commissioning Groups (CCGs) - NHS Southend CCG and NHS Castle Point and Rochford CCG - are

jointly reviewing their policies in the hope they can improve outcomes for patients after surgery. The move is supported by Southend University Hospital NHS Foundation Trust.

Currently patients have to meet certain criteria in order to be eligible for orthopaedic surgery, but clinicians have raised concerns that existing criteria is not stringent enough. This means patients are undergoing surgery despite having other, related health conditions and suffering poorer outcomes as a result. The CCGs are potentially going to change their eligibility criteria for total hip replacements, simultaneous joint replacements, total knee replacements and arthroscopy. Surgery is not always completely successful if patients have not addressed other conditions which impact on their physical health. There is clear evidence that patients who have a BMI of 40+ or who smoke have poorer outcomes following hip and knee replacements. The CCGs are looking to enhance the existing criteria and are currently running a public consultation asking for views. For more information visit: <http://castlepointandrochfordccg.nhs.uk/get-involved/orthopaedic-care>

16. Carers Roadshow – 13th October 2016

SW informed the group that there is a carers roadshow coming to Rayleigh. This is being held at Rayleigh Library on 13th October between 10.00am and 2.00pm. In addition, Healthwatch Essex will be running a carers' workshop on the same day.

17. Grafton Surgery Update

SW informed the group that as of Monday 15 August, Grafton Surgery GP services were temporarily being provided by local GP federation, GP Healthcare Alliance. The new arrangements replaced the Oakland Surgery cover which had been in place since 28 June 2016.

18. Accommodation

The practice had been in negotiations with the CCG surrounding the accommodation within the CCPCC. The practice was looking to save some money by moving staff up from the ground floor to the first floor. This was an on-going plan.

19. Date of Next Meeting

Thursday 12th January 2017 @ 3.00pm