**MINUTES OF PATIENT REFERENCE GROUP MEETING**

**Held on Thursday 13th November 2014**

Present: Dr Kandasamy and Dr Perry

Jackie Whillock – Practice Manager

Cheryl Holland – Senior Receptionist

Sam Roberts – Secretary

Patients – AT, MC & KC, VM & GM, PO’N, SP, JL AND LM

**PHONE SURVEY**

Discussed our recent phone survey results. At present we are only half way through the survey, but results so far confirm an improvement by having our new phone system.

Some members queried a question on survey. This being phone consultations e.g. speaking to gp for medication requests or test results. Would this detract from GP time. Both doctors reassured members along with explaining that we already have started phone consultations and its working out very well.

Also explained phone consultations would help with ‘follow-up’ appointments, as from experience, these could be dealt with over the phone, freeing up valuable appointment times. A member discussed that this had been done elsewhere in another local surgery and that maybe we could learn from their results.

Phone consultations are via the usual surgery phone number and not 0844 number, which is a high rate premium number.

Members expressed they would prefer phone contact and not by Skype or email.

Other concern was how we would advise patients of this type of consultation. Dr Perry advised that we could have a set message that receptionists could ask without sounding like a call centre.

**AVOIDING UMPLANNED ADMISSIONS / PATIENT PASSPORT**

Above explained to all members whats involved. Care plan with set numbers to call during weekend to reduce A&E attendances. Patient Passport is a ‘supermarket loyalty’ type of card in which patient’s records/details is kept. To enable district nurses, gp and hospital doctors etc, patient medical history. Passport is given to patient with consent and only relevant healthcare professionals can access.

Members queried whether it would hold most up to date information. Dr Perry advised that information would be updated weekly. With patients being responsible for own information etc.

**EPPING FOREST VOLUNTARY ORGANISTAION**

Discussed that EFVO approached us to offer their services and also on the lookout for new volunteers. Anyone that is interested in giving time to help others to get in touch with our practice manager, who will put them in touch with EFVO.

**PREMISIS UPDATE**

Discussed the need to find and move into new premises. No to moving into Waltham Abbey Health Centre as doctors surgery is needed within ninefields estate. Also no to merge into another surgery. The Government is keen for smaller surgeries to merge as sharing of services may save money. Potential move to the old community centre opposite ninefields shops which may have to be rebuilt? Member queried gate access to community centre. This would have to be looked into if we moved to community centre.

**HEALTH CHECKS/FLU UPTAKE**

The flu uptake has been very good with extra flu’s having to be ordered.

Members were asked if they have had any flu and senior health checks. Most members agreed they had.

**FRIENDS & FAMILY TEST – Would patients recommend Maynard Court Surgery?**

Questionnaire forms to be completed. Once completed to be posted in box, in waiting room.

Patients to complete. All members made aware and asked to complete form if not already done so.

**AOB**

Dr Samy asked members if had any experience of contacting NHS 111. Question asked due to problems with this service. Out of 9 members in attendance, only 1 had used. No negative feedback.

**DNA’s**

We are still struggling with the amount of DNA’S. October figure was down compared to previous months. Members asked if patients that regularly DNA could be removed from surgery. Dr Samy advised that legally we cannot strike off persistent DNA patients. All we can do is write to them and discuss. Most PRG members felt very angry at the amount of DNA’S, with some members asking if they can be invited to the next PRG meeting. Dr Samy advised that due to confidentially reasons, they could not be invited to meetings.

**CQC VISIT**

Jackie advised that CQC inspectors were in our area. Maynard Court Surgery had not been visited yet. They do spot visits but give 2 weeks’ notice. (Some members thought this defeats the object). We may call some PRG members as sometimes CQC do like to talk to members for their comments.

**NHS ENGLAND SURVEY**

Dr Samy explained to all the survey findings. 38 practices in our area, high achieving practices, achieving practices and practices with action needed.

Only one practice is high achieving in our area. Maynard Court is classed as achieving which we are pleased with.

Member asked about looking into medical notes. Advised that we are very accommodating with this. If patient requests to see their notes, we are very happy for them to view in privacy.

Another member expressed that she was very pleased when she came into surgery to request a copy of a hospital letter; Secretary gave her a copy there and then.

This PRG meeting is the first to be held on a Thursday afternoon – (arranged this new time to hopefully attract new members) All members agreed happy with this new arrangement.

**NEXT PRG MEETING PROVISONALLY BOOKED FOR THURSDAY 12 FEBUARY 2015 AT 1.30PM.**