

7. Newsletter

<ul style="list-style-type: none"> The summer newsletter has been published on the website. However the draft had not been proof read by the core group. Any changes required should be advised to KF who will arrange amendments. 	<p>Core</p>
<ul style="list-style-type: none"> Pharmacy issues were discussed with KF saying that patients don't seem to realise that prescriptions still take a week. In particular the Boots electronic system has an extra stage in their process and this has caused difficulties. The surgery have recently been working with the Boots Area manager and things are starting to improve. 	<p>KF</p>

8. Funding

<p>a) Mid Essex Clinical Commissioning Group (MECCG)</p> <ul style="list-style-type: none"> PO and FW attended a MECCG Patient Representative Group meeting where it was announced that a small increase in funding has been agreed by the government for Mid Essex, conditional upon £15.7m of savings being made this year. Consultations on the savings will include areas such as maternity. KF said it was very encouraging to hear that Beauchamp House PPG have been complimented by the MECCG as a result of the letter sent by FW. 	<p>-</p>
<p>b) National Association for Patient Participation (NAPP)</p> <p>DW said there is currently an online survey regarding repeat prescriptions. Also the cheque sent by the PPG to NAPP has not been cashed. DW will endeavour to pay by card and KF said the money would be reimbursed.</p>	<p>DW</p>
<p>c) Grants from Provide</p> <p>KF- No further forward. However, new contact Chris Summers is working on behalf of all local practices and a meeting is scheduled for 29/7/15 to pursue matters.e</p>	<p>KF</p>

9. Specimen tests without an appointment

<p>To be carried over and hopefully closed off in September</p>	<p>KF</p>
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10. Diabetes support

<p>KF said 250 patients have been written to informing them of the support being provided by facilitators within the "Type 2 Together".group, which is self run and away from the surgery</p>	<p>-</p>
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11. Self check-in screen

<p>KF advised that there are software issues with the system, particularly when two appointments are booked in the same period, ie one with a doctor and one with a nurse. KF working to resolve problem.</p>	<p>KF</p>
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12. Friends & Family Test

<ul style="list-style-type: none"> • KF provided figures for June which showed 92% likely or extremely likely; 0% neutral; & 8% were unlikely, extremely unlikely, or “don’t know” from 115 responses received. • KF mentioned that patients are reluctant to fill in the form because they think it will result in an increase in patient numbers which they don’t want. • Three patients who said they would not recommend the practice gave reasons as follows; • No weekend appointments, appointments difficult to get, long wait in crowded waiting room to see a doctor. • Requested modern opening hours-weekends • No bike rack (there are rings available for bikes). Bike rack being considered. Although it would only cost £100 the cost of having it fixed and providing signage may prove prohibitive. 	<p>KF</p>
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13. NAPP (National Association for Patient Participation) www.napp.org.uk/latestbulletins.html

<ul style="list-style-type: none"> • Updated previously (see item number 8). 	<p>-</p>
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14. Forthcoming NHS or Practice changes & announcements

<ul style="list-style-type: none"> • Two doctors, having completed their training, are leaving the practice and two new registrars will be joining, one female doctor, who will be at the practice for a year and one male doctor who will be at the practice for six months. • CQC visiting is taking place locally and a visit will be made by March if it is not made in August, which seems likely. PPG involvement will be requested as part of the CQC check. • PROVIDE in partnership with the surgery will be offering support to smokers by telephone, which has been well received in other areas where it has been tried. 	<p>- - -</p>
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17. Any Other Business

<p>a) Prescriptions: BF said her mum was given a hospital prescription on a Saturday afternoon when the hospital pharmacy was closed. Lloyds Pharmacy refused it and although Boots eventually dispensed it, but it had to be paid for. HE said that although the hospital pharmacy was closed there would have been staff at the back and was surprised it was not dispensed by them. HE suggested the matter be taken up with PALS. BF asked if there was a central place where out of hours pharmacies were listed? KF said a list was received over Bank Holidays and although not sure where, KF thought a resource list would be in existence and she would enquire further. PO said he would email CCQ to express concern that hospital prescriptions had to be paid for and were not easy to obtain. It was also mentioned that for those with complex medication needs it is possible to have drugs in sealed containers, blister packs (available via Boots and others no doubt) .</p>	<p>KF PO</p>
<p>b) Allocation of appointments: TB enquired whether there were more appointments available in the morning session compared to the others? KF said that there were slightly more due to GP's having afternoons off when they have their half days and evening appointments are weighted towards emergencies. TB said this made things difficult for those with work restrictions. KF Although there is an out of area scheme this is very limited but appointments can be booked in advance both by phone and on line (PO-availability online is very limited and disappointing). The new phone system provides call analysis which is revealing some interesting data. Monday mornings, lunchtimes and Friday afternoons are the busy times. The practice receives 45 calls per hour on average, 10.5 hours per day. This data will help the practice make adjustments to deal with peak periods. Future government requirements are changing the percentage of online appointments that need to be available. More information should be available at the next meeting.</p>	<p>KF</p>
<p>c) Online service: CP asked whether repeat prescriptions could be ordered for an 11 year old on-line? KF advised that access by proxy is possible and a password can be provided. At age 14 the individual would be asked to change the password if they still wanted to continue the online service for their own direct use.</p>	<p>-</p>

18. Meeting closed at 20.40pm

19. Dates of next meetings - all at 7pm, at Beauchamp House Surgery.

Tuesday 29 Sept 2015

Tuesday 24 Nov 2015

Tuesday 26 Jan 2016

Tuesday 22 Mar 2016

Tuesday 24 May 2016