

PATIENT PARTICIPATION MEETING ON 3rd July 2017

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Binks

Mr John Berry
Mr Gareth Stacey
Mrs K Milner
Mrs W Shepherdson
Mr B Wright
Mr R Moore
Mrs P Hodgson

APOLOGIES – Mrs M Pygott

1. Previous Minutes.

The minutes from the previous meeting were agreed and approved. Proposed by Mr G Stacey and seconded by Mr R Moore.

2. Matters Arising

None

3. Doctor's Report.

The new practice pharmacist is coming to talk to us today regarding her role in medicines management. She is going to look into medications and reduce costs on certain items i.e. antibiotics. We are the highest prescribers of antibiotics in the CCG. The members brought up that we are in an industrial area and can this affect our patient's health? A Survey was done a few years ago to show we have high emissions and higher rates of respiratory disorders. We are trying to re-educate our patients in certain areas that they do not need antibiotics every time they have a cough or cold.

4. Practice Managers Report

Still waiting for information regarding the bid for improvements. We have stopped prescriptions being ordering over the phone – patients will no longer be able to order them this way. . They have had a letter stating the choices available to order your next prescription. How this will affect patients having deliveries was discussed and it was agreed the easiest way would be for them to write down what they require and give it to the driver for delivery the following week

5. Chairman's Report

Attended CCG annual general meeting, the CCG is overspent by £4 million. One item caused me concerns – Last year they were given £224m but next year the income will reduce by £2million. How are they going to balance the books if they are getting less money when they are already overspent? There were not any answers from anybody why this is happening. The CCG is paid per head of the population.

Does somebody need to ask questions about the amount of money available and who do we ask?

Action JB to write letter to CCG, NHS England, Martin Vickers and Jeremy Hunt

6. **Improvement Priorities Progress**

On going

7. **Thoughts for the future-**

This has been covered already really.

8. **Any other business -**

Health Visitor – Carmen Mercer – Nursery Nurse –

Carmen gave an overview of her role and what this entails. She works with the Health Visitor and they do the children's health review at certain ages, they go through any issues that may be of a concern, behaviour, diet etc. They help with the basic issues and safeguarding issues or if the parent has and concerns they can talk to Carmen or she can send them to the appropriate services. If you need a health visitor for any other reason you can go to Barton.

Lianne Parkin – Over 75 co-ordinator. This can ease pressure on the Dr and Nurse. If a patient comes out of hospital and need social care then Lianne can automatically arrange this. She liaises with the Dr or Nurse - can patients on to meals on wheels, transport, or home care etc.

I have already helped a patient who had bereavement and was not eating properly and gave them a leaflet for meal on wheels.

If a patient comes out of hospital I give them a ring and see if they have any needs she can refer them to the appropriate services.

Practice Pharmacist -Lisa Roscoe – Lisa was welcomed to the surgery. She is trying to reduce the prescribing budget and help us to make savings. She is looking into branded and non-branded medications. Lisa will run a report checking if the patient has had any reaction to the medications before. Each case would be looked into fully before any medications would be changed.

New Models of Care is headed by Sara Brine and she would be willing to come and speak with the group if they would like her to

Action: Angela to arrange

9. **Next meeting:** 4th September 2017 at 12 midday.