

PATIENT PARTICIPATION MEETING ON 9TH April 2014

ATTENDED

Dr G R Bhorchi
Angela Elsom
Carol Allen

Mrs Peggy Hodson
Mr Ronald Moore
Mrs Wendy Carr
Mr Eric Jacombe
Mrs Kathleen Clark
Mr John Berry
Mr Benard Kelly

1. APOLOGIES – Mr Frank Hibbert

2. The minutes from the previous meeting were agreed and approved.

The minutes from the 22nd October 2013 were also agreed and approved.

3. Matters Arising from previous minutes

- a. Prescriptions ordered online – difficulties with this appear to have settled. It does depend on which network you are using and the type of device that is being used. SystmOne are aware of the problems with only being able to order one item at a time on certain devices – they are working on it.
- b. Re-cycling plant and respiratory disease report – over 1200 patients are currently registered with the surgery; of these 143 have some form of respiratory problem, this can be broken down
 - i. 99 asthma
 - ii. 21 COPD
 - iii. 8 pneumonia
 - iv. 4 chronic bronchitis
 - v. 1 Cancer of the lung

143 patients approx. 12% of population.

Application has not yet gone in but we will need to respond when this happens as a practice and Mr Berry will respond on behalf of the PPG

4. Doctor's Report.

- Mental health

We now have to refer patients with mental health issues to Scunthorpe. Patients with severe mental health needs are seen at Great Oaks but those that need to have talking therapies will be able to be seen at the surgery. We will be having clinics once every 2 weeks when they get started. We are currently waiting for a start date.

- Over 75's and Unplanned Care

We will be looking at the patients who attend Accident and Emergency or who get admitted to hospital more often than others. They will get written to informing them of their 'named' GP and we will need to put a discharge plan together for their on-going care to try and prevent further usage of hospital resources. This can include respite care, district nurse, modern matron etc. Dr Bhorchi will be their named GP and Angela their Care Coordinator.

- DVT cases are to be monitored by District Nurses

- Other Services

They are looking to move more hospital services. Primarily all stroke patients now go to Scunthorpe for their emergency treatment. The second phase is to move other services into Primary Care – such as paediatric minor surgery. There will be one site for all cases to go to; if the registered GP cannot provide the care they will be sent to the centre. The site has not yet been approved for this.

There will be a long term care plan for the elderly and frail patients – this will be care in the community to reduce hospital stays.

5. Patient Survey

Mr Kelly gave a presentation of the patient survey results. Everybody was happy with the results of the patient survey. The surgery scored well.

There was a formal motion to thank Mr Bernard Kelly for his work on the survey and to accept the results of the survey and the analysis by Mr Berry. Mr Moore seconded this. The survey was approved by the group who unanimously agreed with it.

It was noted some questions were not relevant to our particular surgery and it was decided to devise our own shorter survey for the coming year. It will consist of two sides of A4 and have comments about Doctor, Nurse, Pharmacy, appointments and comments.

It was agreed members of the group would bring their own suggestions for questions for the survey to the next meeting; so the survey could be devised and up and running by Autumn.

6. Any other business

- Mr Berry informed the group that the sharing of information (care data) would be postponed until the autumn.
- Mr Kelly would make us some posters for the window advertising that we are taking on new patients in the surgery

Next meeting June 4th 2014.