

SOUTH HOLDERNESS MEDICAL PRACTICE

MINUTES OF THE PATIENT REFERENCE GROUP (PRG) CORE MEETING HELD ON 25th June 2014

PRESENT	GK (CHAIR)	Julie Withey (JCAW) Business Manager
	RW	JM MM
	MB	CW
	NP	Ellie Tuffin – Patient Champion lead

1. Apologies GMP/EH/SW/CW

2. Minutes of Meeting held on 30.4.2014 and matters arising from last meeting not covered on agenda

- Item 4 from Feb - Confidentiality statement – Agreed new form circulated by GK and GMP needs to action get signed by all – still outstanding as GMP not at the meeting
- Flu clinic – review of comments underway prior to new clinics being agreed. We hope to learn from last year and plan for these to be pre bookable with Saturdays and potentially evening clinics
- Clinics such as Gynae – still little movement hopefully more to report moving forwards
- RW expressed how well he thought that Dr French's retirement party went.
- New Appointment system – due to start – update next meeting
- Telephone system due mid August will be one landline number for all practices
- CW also raised the issue of LTC letters and JW agreed to look into the contents – this has now been done

3. Ellie Tuffin from Patient Champion

Ellie came to give information about the scheme, explain where we are in terms of recruitment and training of champions, and tell the PRG how they could become involved if they wished. So far approximately 20 champions are in training and the scheme will be funded until the end of the financial year. PCs can give as much or as little time as they wish and ideas that the group want to get involved with so far include signposting of local services, including having a better board and a central point which patients can access. She explained about the lottery funding the background of the project and how it had grown from the initial project. The group thanks her for attending.

4. Seats and the Q system – looking at ways to improve the current system. Discussion over the calling by GPs which are done in different ways – jayex / calling patient via tannoy and collecting patient. Not easy if this varies for old people. After the meeting chairs were moved and we will review the impact. More Q rail will need to be purchased. The hope is that moving will aid confidentiality of patients and mean patients see where to queue and cannot get out of order. Frustrating for all.

6. Health Forum

GK had attended the Withernsea Health Forum as chair of the PRG. JCAW was also in attendance for the practice. GK reported that there were issues regarding the first responder programme and how the impact of the Fire Service taking over some of this work was affected the 2 local responders, who appeared to have been poorly treated. Social services had also been at the meeting and given an update about the Care Bill which focuses on people power and more power for carers. There is no more additional funding and savings need to be made. However it is good to report that no frontline services are affected. The new transport pilot where patients can be transferred to hospital by taxi to save ambulance transfer is up and running – it is due to be extended further and saves money for the NHS and can mean people get to hospital sooner.

7. Caldicott Guardian

Due to the retirement of Dr French GK asked who was now in this role. JCAW confirmed this is now Dr Heaton.

Date of next meeting 8th October 2014 at 6pm (moved from 1st Oct)