

SOUTH HOLDERNESS MEDICAL PRACTICE

MINUTES OF THE PATIENT REFERENCE GROUP (PRG) CORE MEETING

HELD ON 4th December 2014

PRESENT	GK (CHAIR)	Julie Withey (JCAW) Business Manager	
	RW	JM	EH
	Drs Heaton (GDH) and Wheatley (DPW)	CW	

1. Apologies GMP/MB/SW/MM

2. Minutes of Meeting held on 8th October 2014 and matters arising from last meeting not covered on agenda

- Confidentiality statement – Agreed new form circulated by GK and GMP needs to action get signed by all – more now signed still required for some members

3. Matters Arising

None which are not already on agenda

4. Health Forum Feedback – GK

Feedback re A and E at Hull Royal , plans to relieve pressure at busy times. 'Halo' Appointed and additionally Transport Pilot to relieve unnecessary ambulance journeys using a taxi service . The taxis are from an approved firm and the hope is that people would get to hospital sooner and not take a potential ambulance which maybe needed for a blue light situation out of the area. The Scheme is paid for by the CCG. Defib sites as raised by MP Graham Stuart are now agreed. There is a fund of £1M the Big Lottery Fund which has funds to allocate and there will be more information on this and how to suggest schemes which might benefit in the future in due course. The Care Bill has now become the Care Act and is due to come into force in 2015

5. Primary Care Development – GK

The group are looking at OOH medication as this is the reason for a high number of calls where people have run out. From 1st Dec a new scheme will come into force where patients will be able to access this via an OOH or 111 service. It is hoped this will reduce pressures on the OOH service to actually see a clinician. A specific pharmacist will be allocated.

There will also be a newly commissioned physio pilot where patients will be able to refer themselves for either muscle or joint problems. The intention will be to reduce the GP referral requirement. JCAW confirmed this will be running at SHMP and a date for this commencing is expected soon

This should be a big improvement on a scheme which currently means a phone call to a central line, exercises sent in the post and a long waiting list to actually see a clinician. The current system means patients often have an acute problem which then moves to a chronic problem and therefore any option to improve access is seen as a very positive development for both patients and clinicians.

6 Patient Group Email address

General discussion that an email for contacting the patient group might be something for us to consider.

7 Staffing JW

We have recruited a further Nurse Practitioner and we are also in the process of appointing further admin staff. Our NP will be starting in February

8 Flu Update

We have significantly moved the flu uptake forward and the campaign has been a success.

9 Care Quality Commission

Recently the CQC has released data and graded practices this is to help them decide how to prioritise visits by themselves. We as expected have indicators which place us in a higher area. An example of this is the flu uptake which is still well below the NHS England targets and uptake of Smears amongst ladies. Both these areas have received additional focus and have improved year on year. We are expecting to be visited by CQC in the first 3 months of 2015

10 World Café Event

JCAW explained that the event was to be held next week and that SHMP are the lead partner with Humber also hosting. We have a good level of support from the CCG Public Health England and we have promoted the event to the local population to encourage attendance and try to really understand what people want and highlight this to commissioners. The PRG members where possible are looking to attend . The event is being facilitated by Alison Trimble who has worked with the Kings Fund.

11 AOB

Ensure that MM is invited to next meeting as does not receive email

Friends and Family the new service measure for GPs, which replaces the requirement to have a survey annually. FFT had been promoted at the Flu clinics to gain an understanding of peoples view of how we have run this .

In the future we are expecting to offer an iPad facility to complete FFT in the waiting room and will be promoting this. We will continue to offer a paper process also.

Date of next meeting 17th February 6pm – rearranged to 24th Feb due to a number of the group not being able to attend.