

## MINUTES OF PATIENT GROUP MEETING HELD ON 21<sup>st</sup> MAY 2018

### PRESENT

Ann Read - Chair

- Tracey Rowles
- Helen Mockford
- Gwen Wright
- John Stevens
- Trevor Lower
- Jenny Stevens
- Roger Miles
- Gabby – Guest Speaker
- Kerry Waite – Guest Speaker
- Monica Addison
- Margaret Jones
- Angela Jervis
- Judith Lavender
- Jennifer Levy-Halford
- Linda Clifton
- Steve Garratt
- Diana Howell
- Amy Townrow – Guest Speaker

**1. APOLOGIES:** Ann Roughan, Jenny Rose, Peter and Jenny Hazelwood, Carole Baldwin.

**2. MINUTES AND MATTERS ARISING:** AR answered the question SG had raised regarding confidentiality when using the new Footfall website. The question had been passed on to the CCG and the provider who both confirmed that all processes are in place to protect patient confidentiality and they are happy to continue with the website being rolled out to all GP surgeries in the North East Essex area.

**3. AMY – RESEARCH NURSE:** Amy one of our Practice Nurses is also working with the 12 surgeries from ColTe to get us involved in various research projects. The National Institute for Health Research is run by the government. The surgery is currently involved in research projects for Atrial Fibrillation, Kidney Function and Asthma, the surgery receives funding to cover the staff costs. The results, statistics and benefits to patients are published by the research companies who rely on patient participation in projects that will improve healthcare for the future.

**4. GABBY – ESSEX LIFESTYLE SERVICE:** The Service offers free and confidential support with: stopping smoking, healthy eating, increasing physical activity, long term condition management, increasing confidence, self-esteem and resilience. Sessions are held Monday to Saturday locally at the Library and '360' premises on East Hill. If more specialised support is needed they can signpost patients to the relevant service. The surgery would be happy to hold clinics at CMC if there was a demand.

**5. KERRY WAITE – HOPE FOR TOMORROW:** Kerry had travelled from Gloucestershire to thank Creffield Medical Centre for choosing Hope for Tomorrow as one of the Flu Charities for 2017/18. The charity works with the NHS to provide Mobile Chemotherapy Units closer to the homes of cancer patients reducing travel, waiting times and the stresses of visiting busy hospitals. The East Essex unit currently provides treatments at Halstead, Tiptree, Stanway and Clacton with up to 15 patients benefiting each day. The charity rely 100% on fundraising and raising awareness is key. If you would like to offer your support you can phone 01666 505055 or visit the website; [www.hopefortomorrow.org.uk](http://www.hopefortomorrow.org.uk)

**6. UPDATE ON COMPUTER/PHONE SYSTEMS:** A new computer system was installed on 10<sup>th</sup> May, this is the first step in joining the Layer Rd and CMC clinical systems together. With the patients consent the system will share medical information with out of hour's services and district nurse team something our previous system could not do. The on-line registrations unfortunately could not be transferred to the new SystmOne on-line so all patients previously registered (59% of our patients) will have to collect or have a new registration form e-mailed to them to be able to register with the new system. The surgery had changed the process time for prescriptions to 3 days as a temporary measure, as we are catching up with the back log due to the 9 day wait for our new system to go live and having more training. New dictation software for referrals had also been installed. The phone system has been causing lots of problems, a new system has been ordered for the 12 ColTe Surgeries and we are currently training three new staff in reception to help with the high demand of calls. The availability of pre-bookable appointments should improve from Tuesday 5<sup>th</sup> June, after half-term week. Dr Rizvi and Dr Qasim had joined us this month with Dr Al-Dahhan and Dr Kennedy starting in September. Care Navigation had been put on hold for the moment, although patients with joint pain should be sent directly to physiotherapy services and not the GP. AR said that the increased demand on GP Surgeries is not sustainable, there is a problem with recruitment and there is not a simple solution, but please be assured that we are doing the best we can. There is a dedicated cancellation line 01206 579667 to cancel booked appointments only, it is also possible to cancel appointments via the website, the cancellation phone number is also on the website. TR will find out if the new text messaging and on-line service allows patients to cancel appointments by text or on-line. Extended Access to patients will be available from 1<sup>st</sup> October 2018. There will be GP appointments available from 8am to 8pm weekdays and some opening weekends and bank holidays, this will not necessarily be at CMC but at another ColTe practice where the clinicians will have access to your medical records (with your consent).

**6. NEW WEBSITE – FEEDBACK:** The feedback was all good and the website is soon to be rolled out to all surgeries in North East Essex.

**7. TEA PARTY UPDATE:** - The tea-parties/coffee mornings continue to be very successful, they have been held monthly, a 'dementia café' will be held this month and another coach trip is planned for August 10<sup>th</sup> to Snape and Aldeburgh. Please let TR or Olivia know if you can help at these events.

**7. ANY OTHER BUSINESS:** A) The Check-in pod should be working soon. B) Flu Day – the date has not been confirmed but we expect it to be October as the vaccine delivery will be later. This year we may hold the clinics over 3 mornings as more people attended during the morning. Please let us know of any charities you would like us to support. C) Patient Annual Reviews – if you have not had a letter please leave your name at reception during the month of your birthday and we will contact you, the review may be with your Dr's registrar. D) Patients over 75 who do not have any long term conditions are invited for a senior health check every 5 years. E) North Hill Surgery is part of Creffield Medical Group but will continue working alone with West Bergholt and Nayland for the time being with the help of Dr Chowhan, Dr Gunasekera and Dr du Preez. F) AR asked if there were any volunteers to take over as PPG Chair for either CMC or for the future ColTe PPG.

**8. DATE OF NEXT MEETING:** Monday 10<sup>th</sup> September at 2pm.