

Minutes of Great Bentley Patient Participation Group

Thursday 19th June 2014

Chaired by – Melvyn Cox

Present:

Barry Spake

Dr Freda Bhatti – Senior Partner

Richard Miller – Practice Manager

Joanne Southerland

Approx 12 members present

1. Welcome and Apologies

Melvyn Welcomed those present including Dr Freda Bhatti, Richard Miller & Guest Joanne Southerland

Apologies received from Charles Brown (Vice Chair) and Sharon Batson (Secretary)

2. Minutes of Last Meeting

Having been previously circulated by e-mail these were taken as read and agreed, although it was noted that the numbers present had not been stated.

3. Guest Speaker – Joanne Southerland

Melvyn introduced today's guest Joanne Southerland who is GP Primary Choice Project Manager. Joanne explained that her remit was to collect the feelings from 4 local Patient Groups of which we had been selected as a respondent.

Joanne explained that the ability of the NHS to access patient data under an 'open policy' was considered crucial for good patient care particularly in the event of a 999 (or 111) emergency, but patients can opt out of permitting such sharing of data. She wished to hear the groups views on sharing their personal medical data.

Some members expressed concern as to how far such 'sharing' might spread and no-one wished their data to go outside of the NHS to third parties.

Joanne assured the group that this was not going to take place either now, nor was it envisaged for the future. It was further explained that as the local CCG tendered for additional services such patient data would be invaluable to assist with such a tender.

Also access to such data within the NHS would be most beneficial when diagnosis was urgent.

After the general assurances received the group gave an overall positive response towards data sharing and Joanne thanked the group for their time and effort.

4. Hollies Surgery News

PPG Project update - Richard Miller advised that following a suggestion received he had already put into operation a plan to post 'Polite Notices' outside the surgery asking visitors to leave 2 clear parking spaces for Disabled patients. He further advised that the Parish Council had approved the use of the notices.

Richard explained that the Surgery will soon be offering an 'Electronic Prescription Service' this comes into effect on 16/9/14 and should speed up ordering, reduce mistakes and also offers great flexibility on the draw point.

Melvyn asked for an explanation of how the vaccination for 'Shingles' to protect the elderly will work as in it's first year only those people aged either 70 or 79 on 1/9/13 were offered vaccination. It is unclear how this will proceed. The surgery staff present were unable to state exactly how this will proceed as it appears that it has not been announced. However it was stated that this is a 'rolling programme' which should eventually encompass all those persons over 70.

There was a query from the floor regarding how 'Flu jabs' would be handled this year as last year an 'open surgery' had descended into chaos. Dr Bhatti responded that the surgery had learned a lesson from this and accepted that staff shortages had caused a bottleneck with which they could not cope. With forward planning it was hoped that the situation would not recur.

A question was asked regarding waiting times for a doctors appointment which last month had become lengthy. Dr Bhatti responded that the average for a non urgent appointment was now down to 5 days, a considerable improvement.

Richard Miller advised that a new Registrar Dr. Vine was now appointed and seeing patients on a 20 minute turnaround which will soon reduce to 10 minutes and thus enable double the number of patients to be seen by the doctor.

5. Any Other Business

None offered.

6. Date and Time Next Meeting

Thursday 17th July at 6.30 pm
Mitchell Room, Gt. Bentley Village Hall

Meeting Closed 7.40pm

Melvyn Cox - Chairperson
(In Secretary's absence)