

Field House Medical Group

Minutes of the Patient Group Meeting held on Thursday 7th March 2013

Present

Mrs C Coley, Mr B Coley, Mrs J Robson, Mr J Terry, Mrs J Smith, Mr M Pearson
Mrs A Catley, Mrs K Lingwood, Dr T Prieur & John Noton

In Attendance

Apologies Mrs M Allbones

Agenda items

Matters Arising –, Text reminders, Bus service

Patient Survey and Action Points

NHS Structure Changes from 1st April

AOB- Hand Gel, Low Priority Procedures

Matters Arising

Text reminders– John checked whether this is working properly, it appears that patients are getting a reminder on booking and if more than two days ahead a reminder 48 hours before the appointment

Bus Service – There is still no news on this and concerns are being expressed on this affecting those with limited mobility and their efforts to attend, Mrs Smith suggested that help should be sought from the local transport group Eng-age to try and get movement on this. John did wonder if this was due to the on-going developments on the demolition and building of new housing and work at the electricity station. However he will ask the building manager to try and find out what is happening and contact Eng-age for help on moving this on.

Patient Survey and proposed Action Plan

John gave a brief explanation about the background to new members and thanked those who supported the survey.

John explained the action plan ideas

- Reduce the number of attendances for those patients with stable chronic diseases by following up the interim check by telephone if all blood results are in acceptable ranges
- Look to seek patients agreement for us e-mailing blood results where the patients provide authority
- Promote the nurse triage service through leaflet, website and TV screen

There was agreement to point one is seems sensible

Discussion on point two surrounded the security of e-mail and whether this would be acceptable. It would seem sensible just to communicate the outcome of the test. John was following up with EMIS over whether a facility to send a secure message for those who are signed up to EMIS Access. Dr Prieur wondered whether Twitter would be an option with no name or details just a number for sending messages. John did re-

assure members this is not a replacement but an add on and for those who do not have access to the technology existing systems would stay
There were some suggestions for minor changes to the leaflet but John suggested if anyone had any thought afterwards to please let us know.

Change to NHS Structures from April 2013

John gave a brief summary of changes to the structure of the NHS from 1st April and that in theory this should give GPs more say in care pathways but as most funding is tied up in hospital care, there would be limited options for major changes but the financial environment meant that changes would have to be made to make local services as efficient as possible within the resources available. This could lead to some difficult choices and attempts to move some care out of a hospital setting

AOB

Low priority procedures- Mr Terry asked if some operations were being restricted, such as gallstones. John explained that there is a current process where if an operation is deemed low priority, ie may be cosmetic, may be better to resolve naturally or have little clinical evidence they are restricted unless the GP asks for special circumstances or criteria to be taken into account. Dr Prieur stated that if the GP has good reasons for the intervention to take place then it is normally approved

Hand Gel – Mr Terry asked if hand gel could be made available near the self-check in screen as there were concerns about the spread of infections. John explained that he was looking for a suitable product and had been advised that soap and water was a better option and the need to be aware that alcohol gels do dry the skin

Date of Next Meeting

May/June 2013.