

Field House Medical Group

Minutes of the Patient Group Meeting held on Thursday 5th September 2013 **Present**

Mrs J Robson, Mr J Terry, Mrs J Smith, Mr M Pearson, Mrs C Coley, Mr B Coley, Dr Helen Buckley & John Noton

Apologies Mr D Smith. Mrs L Davidson

It attendance Paul Glazebrook – Health watch

Agenda items

Matters Arising –, Changes to Triage, Surgery Pod

Health watch

Electronic prescribing

Health Lives, Health Futures

Care Data

Areas for Future Patient Survey

Matters Arising

John explained, Mrs Allbones had left the group as she had now moved practices due to travel distance, John had thanked her for her input and she had passed her thanks on to the group

Changes to Triage

John explained that we are still making adjustments to the system in the light of feedback, observations and comments, we are meeting next week to look at possible further adjustments. Dr Buckley explained she is on a local working group looking at A&E attendances and GP access and the role of triage is important. Members felt the service worked well but one had been told it was no longer in place. Dr Buckley explained that locally an initiative to have a GP at the front of A&E to filter out attendances that could be dealt with by primary care and re-direct where possible

Surgery POD

John explained he had received an e-mail today confirming funding so is hopeful of the facility being in place in about a month

Health watch

Paul explained the role of Healthwatch being a consumer champion for health and social care, its aim is to work with other organisations and agencies to help improve in areas where there are problems. The local stroke service was discussed and access to psychology. The service relies on volunteers having only 2.6 staff and has the right to entry where there are concerns regarding the quality of care. GP access is a regular issued raised.

Electronic Prescribing

John explained that from 5th November the practice will be piloting the use of electronic prescriptions, this is where the prescription is sent to a holding area for the pharmacy of choice and is then taken and issued by the pharmacy. This reduces the paper trail, the risk of prescriptions going missing, and the need for pharmacy to collect physically. Patients will still have a choice if they want to receive a paper prescription or can choose to have a token listing the items issued. Prescriptions can be recalled if not taken by the pharmacy or we can always call the pharmacy if issued but there is a change to medication.

Health Lives, Health Futures

John, highlighted the review going on around the quality and cost effectiveness of local services across Northern Lincolnshire, members were aware and that the review will look at care pathways and proposed changes will come out for consultation in the New Year. The more people involved the better

Care.Data

John explained that practices have to provide data under the recent health and social care act; this will be held in a data warehouse and be combined with hospital data to support research and improvement around treatment and care pathways. As GP practices were classed as data controllers under the data protection act they had to proactively advertise this to patients if any wish to opt out. Patient leaflets will be made available and we will have it also on our TV display and our website. Individuals can opt out of this even though the data will be anonymised.

Areas for Future Patient Survey

John asked members for any suggestions regarding a patient survey as he had thought around waiting times for telephone calls as that was something picked up. Members did not think this was an issue compared to some organisations. Mrs Smith suggested how about a post implementation survey of electronic prescriptions, John felt that was a useful idea and look at what could be done

AOB

GP Changes – Dr Buckley explained Dr Allamsetty will be leaving us at the end of October and we have secured a replacement of Dr Helen Beckett from the middle of November. A brief background of Dr Beckett was given

Text reminder service – Mrs Coley asked if the problems had been resolved, John confirmed they had last Friday it was identified to be a local network issue preventing the messages being sent from the clinical system to the text messaging. Members felt this was a useful system

Cancelling appointments with a text message – Mr Smith who could not attend the meeting had sent in a suggestion about a facility to cancel appointments this way. John felt this would be technically challenging but had put this forward as a suggestion to our clinical system provider.

Provisional Date of Next Meeting

Provisionally 5th December 2013 6.30pm