

Minutes of a Meeting of the Fairlands Practice Patients Participation Group

Tuesday January 3rd 2017

Attendees:

Frank Clement-Lorford (FCL), Val Dillon (VD), Jill Corpes (JC), Christine Edacott-Palmer (CEP), Paddy Cribb (PC), Desmond Finnegan (DF), Alan Dillon (AD), Jackie Mallery (JM), Diana Martin (DM).

Introduction:

FCL welcomed those present. In the absence of Sarah Boltwood (SB) VD offered to do the minutes.

1. Review of last month's Minutes.

Since Judi Pollard (JP) was not present, there was no progress re the diabetic meeting which she was planning to attend.

2. Discussion re Minor Illness Meeting.

It was agreed that the timing of the meeting may not have been suitable and any future events should be set for a different time. **PC** will follow up by talking with Marty McKendry (**MM**) and Isata Green (**IG**) and ask that information gained from the event should be put into the practice newsletter and into the FLGCA magazine.

Discussion followed about the proposal made by PC at the meeting that Dhiran Karia, the pharmacist, should be able to allot appointments with the nurse practitioner out of slots reserved for referral by doctors. The present system is for the nurse practitioner to hold a set number of appointments used by Reception for patients requesting to see her and a separate set of appointments for patients referred by doctors. So, at present, if a person with a minor illness goes to Dhiran, as the GPs want to encourage, and he considers that the person should see the nurse practitioner, but her patient-requested slots are full, the patient would then have to ask to talk to or see a doctor who then would use a doctor-reserved slot. This system wastes a doctor's time and causes delay for the patient, which would be avoided if Dhiran could give,

through Reception, a doctor-reserved slot. Marty McKendry said at the meeting he would consider the proposal

3. Complimentary letter.

The letter was read by all and it was felt that the experiences of the committee members were different from those expressed in the letter. **IG** should be asked about other letters which had been received and how many were positive or negative.

4. Fairlands Patients eligibility to attend Normandy Surgery.

In February 2016 patients could select either surgery. This seems no longer to be the case. It was decided that **IG** should be asked about this.

5. Information re Walk-in Centre and advice for patients about where to dial for help outside of surgery times.

There does not seem to be any helpful notice on the door of the surgery and this should be put in place.

6. Checking of minutes by IG.

It was said that **SB** normally passes the minutes to **IG** for proof reading prior to sending them out to the committee. The committee felt that this was not appropriate, particularly when **IG** had not been present at the meeting. **CEP** asked that maybe the Doctors and the pharmacist **DK** should see the minutes and give feed-back.

7. Patient Survey.

The Survey is still being prepared by **AD** and will need to be reviewed by **IG** who would like it to be available at the time of the flu jabs. **CEP** asked that it might be made available on line as well as on paper and also suggested that priority questions be put first. A hard copy will be made available to the committee before these discussions take place.

8. AOB.

CEP suggested that there should be a notice board and “Rogues Gallery” at the Normandy surgery.

AD has applied for a Lloyd’s Bank Treasurer’s Account on behalf of the FPPPG. The expected turnover has been stated as up to £1000. **JC** may be added as an extra signatory.

FCL asked for suggestions re speakers at future meetings e.g. **DK** or representatives from other PPGs. **JM** suggested a rep from Surrey Health Watch.

Recent news about stroke patients being taken to Frimley and St. Peter’s Hospitals in future, rather than being treated at the Royal Surrey County Hospital was discussed. A paper entitled “Stroke Service Specification”, circulated to members by email, needs to be read carefully. The new legislation takes effect on January 9th 2017.

DL asked whether receptionists had information re high risk patients who need to be given priority. **CEP** asked whether receptionists had crib sheets about symptoms, such as might be seen on screen by operators of 111 calls. **JC** thought this was already the case.

JM suggested that we should have another talk re diabetes. **CEP** suggested a meeting re depression or mental illness. A fall clinic and referral to gyms might also be useful.

In 2017 we can apply for £1500 from Surrey Health Watch. We might also invite other PPGs to join with us.

Next meeting scheduled for Tuesday February 7th 2017 from 2.30 -4.30pm at Fairlands Medical Centre