

# PATIENT PARTICIPATION GROUP MEETING

Monday 9<sup>th</sup> May 2015  
7pm at Staunton on Wye Surgery

## MINUTES

### ACTION

**1. In attendance**

John Allen, Anthony Barraclough, Ruth Bright, Helen Cotterell, Alex Davies, Gary Griffiths, Maria Haines, Gladys Henesey, Alan Jones, Raymond Jones, Bill Montague, Michael Phillips, Jean Rees, Kristine Stevenson, Rachel Penney, Michele Petrie

**2. Apologies**

Brenda Havard, Patrick James, Andrew Kerfoot

**3. Minutes of the Last Meeting**

Agreed as a true record.

**4. General Update**

**DNAs & Text Messages** – As previously indicated the surgery had suffered with patients not attending for their appointments. MP circulated figures for the first three months since implementing text message reminders. Early indications were that this had dramatically reduced the number of DNAs for the majority of services and hopefully this would continue. It was however recognised as previously suggested that we needed to undertake patient engagement face to face to try and capture more mobile numbers. A few technical problems had surfaced with regard to receiving/sending messages but this was simply due to rurality of the practice and other issues were investigated by the supplier. It was confirmed that the plan was to get the basics right first and then roll out the messages to landlines and use for recalls and individual messages however MP felt it was important to start small, iron out any problems and therefore ensure confidence in the surgery is maintained.

**Building Works at Weobley** – MP reported that the building works had been completed on time and within the budget.

**Newsletter** – MP hoped to produce this every quarter and would be working with members of the practice team to provide information for our patients.

**Patient Online Access** – MP indicated approximately 12 applications for access to full medical records have been received and although this didn't seem many in the grand scheme of things the process did take some time especially when notes have

to be reviewed for third party references. MH raised a point regarding her son registering for review of information. MP responded that the Partners had met and agreed that due to information governance restrictions and not being able to 'switch off' access automatically when a patient turns 16 at present access had been restricted to over 18s only. All those under 18s who had previously been registered for access had been written to with an explanation. RP reiterated that it was very important to ensure that the Practice met all legislation requirements to keep patient data safe but it was hoped that technical advances by the supplier would allow the Practice to securely offer access to under 18s soon.

**7 Day Working** – MP could only report that nothing seems to have been decided regarding service provision in the future. Many suggestions seemed to have been muted as has been reported in the local press but the CCG had not made any definitive decisions. The inequality of hubs run by Taurus in only Ross, Leominster and Hereford had been acknowledged and Taurus had been provided with additional short term funding for their out of hours service however longer term proposals were not known. Mike Phillips asked who would have the ultimate decision on service provision in the future for Herefordshire and MP responded by saying that once decisions had been made locally, they would require sign off by the Department of Health. MP assured the group that once information was received regarding this she would circulate as soon as possible.

## **5. Patient Online Survey**

NAPP had asked for an online survey to be completed concerning Patient Access. Each question was discussed and the Chair will respond on our behalf.

AJ

## **9. Any other Business**

**Wheelchair for each surgery** – GG asked whether it would be possible for a wheelchair to be provided at each surgery to help patients with difficulty walking. MP/RP agreed to take this to the Partner's meeting for discussion. KS suggested that an application could be made for funding of these items via herself as she was involved in fund-raising at her school which looked to provide items to various good causes in the area. MP to make enquiries regarding what is available and costings.

MP/RP

**Card Machines** – AB raised the issue again concerning the use of card machines to pay for prescriptions. Whilst it was appreciated that the Practice had no control over the national Patient Access system, it was suggested that perhaps there could be an option to pay for repeat prescriptions as they were ordered online. MP offered to enquire about the possibility of this in the future via the national channels. RP agreed that further enquiries would be made about the use of card machines and the relative costs for the practice and patient.

MP

**Car Parking** – The issue of car parking at Weobley was raised again, especially concerning the on road parking opposite the surgery. RP reiterated that although it was recognised that this was a problem unfortunately the responsibility was not for the practice to provide allocated parking. MP and RP had met with the Parish Council to enable the views of the practice to be taken into consideration with the long term plan for Weobley. Ray Jones suggested that the Chair write to Weobley Parish Council on behalf of the PPG strongly supporting the need for a review of the car parking situation and this was agreed.

AJ

**10. Date of Next Meeting**

Monday 26<sup>th</sup> September 2016, 7.00 pm at Weobley Surgery