

Wye Surgery
Minutes of Patient Participation Group Meeting
Tuesday 24th January 2012

Present	Chairperson – Mrs Enid Gould Dr J Miles – Senior Partner Mrs J Shepherd – Practice Manager Mrs Helen Goodman – Administrator/ Minute Taker Mrs Denise Chenery Mr D Thake Mrs Janet Bayne Mrs Valerie Perez Mrs Maureen Nicklin Mr John Morris Mrs P Halligan Mr John Fletcher Mrs Pat Fletcher	Action
Apologies	Mr Alan Billington, Mrs Patricia Thake, Mrs Dorothy Chambers	

Pre Meeting – Jo Quinn Summary Care Records Project Manager.

Mrs Gould introduced Jo Quinn to the group, Jo then proceeded to give an outline talk on Summary Care Records.(SCR) The group were impressed with the idea of the Summary Care Records and thought it a positive move forward. Dr Miles asked if anyone was concerned about confidentiality issues, several member of the group raised concerns but felt that the benefits out weighed the concerns. Jo also explained that patients do not have to take part in the SCR and showed them the opt out form, she also explained that people can opt in or out at any time and as many times as they wished.

Jo showed the group a copy of how the information would look to the services users who have access to it. Many of the group were disappointed to see that the patient's next of kin was not included and felt that this was something that should have been. Jo offered to feed that back to the relevant people.

The agencies that would have access to such information would be Out of Hours services, walk in clinics and A&E departments, some of the group felt concerned that NHS direct would not have access however it was later clarified that the patients were confusing NHS Direct with Out of Hours. Jo explained that there is some work on going to see how the Ambulance service could have access to the service, which the group thought would have great benefit.

Mrs Gould asked of the cost of this project, which Jo Quinn said she was unsure of but felt sure that the initial budget had certainly been exceeded.

A member of the group asked if there was a procedure should a patient be taken to Hospital unconscious, Jo explained that any patient who is taken to Hospital may be asked if they have a SCR and if so their permission has to be given for it to be looked at, however should the patient be unconscious then there is a facility to look at it but this would trigger an alert to the PCT Caldicott Officer (person responsible for security of Data) who would then investigate to ensure it was a legitimate viewing of the record.

Dr Miles then expressed some concerns over the quality of the Data that may be on the records, Jo Quinn assured him that the SCR is used as an additional tool and that normal procedures would be carried out wherever possible. Surgeries that had complied with Information Management guidelines had had good data. Dr Miles asked if there was any data to show how many times the SCR had been used and made a significant difference Jo informed the group that there most certainly would be that sort of data but she didn't have it to hand.

Mrs Gould thanked Jo Quinn on behalf of the group for her very valuable and interesting talk.

1) **Minutes of Last Meeting** – these had been distributed prior to the meeting and were agreed.

2) **Matters Arising** –

Apologies – Mrs Chenery informed Helen that she had been missed of but she had notified Helen that she would not be attending.

Telephone – Mrs Fletcher asked if her email to the group in December could be added to the minutes of November, Helen agreed to cut and paste this in.

The changes to last times minutes will be made to the surgery copy and a new copy put on the website, another copy will not be sent to members unless requested. H.G

Dispensary Opening Hours – Helen informed the group that the new Dispensary opening hours are now available on the Website and in due course will be on the Surgery new notice board.

Flu Clinic Letters – at the last meeting Mrs Gould had raised the question of the cost of flu letters as she had received hers after she had had her injection. Helen informed the group that any patient over the age of 65 received their letter from the

Department of Health so it is quite possible that they may have already received their injection. For patients that the surgery has to invite in it was done much later this year so the amount of letters was greatly reduced as we can exclude those who have already had their injection. The cost to the surgery to send out those letters in 2011 was just over £150.

Carers Support – At the last meeting Helen had informed the group that she had had a letter from Carers Support offering to come along and talk to the group about the service they offer. It was agreed this would be a good idea and they are to be invited to the February meeting. **H.G**

Mr Thake then proposed that we could have an extraordinary meeting to try and grasp a better understanding of the set up and working of the ALCG and how the PPG can get involved and put their thoughts and feeling across to them.

- 3) **Carers Support** – As previously noted Helen will invite them along to speak at the beginning of our next meeting. **H.G**

- 4) **Patient Survey Action Plan** – Following a meeting of the Sub committee group held in November Helen went through the action plan informing the group of the progress that had been made and the work still in hand. A copy of the action plan will accompany these minutes. The following points were also noted
Surgery Notice Board: The group felt that it was imperative that the front line staff are indenfied on a notice board but not necessarily all staff. Jo informed the group that all members of staff have name badges.

Dr's running late – Dr Miles asked the group how they felt they could hep with Dr's running late, he explained that appointments are for ten minutes (unless a double has been booked) and often patients will come in with a list of ailments. The group felt that they were mostly happy with the wait time to see a Dr as they felt they got all the Dr's attention when it was their turn, they did however feel that to come in with a list is not acceptable and that perhaps the Dr should look at the list and prioritise and ask the patient to come back for other issues. It was agreed that a reminder that appointments are for ten minutes would be included in the next Parish Magazine article and the next issue of the Surgery News Letter. **Partner/H.G**

Did Not Attend Appointments – Jo Shepherd and Dr Miles explained that this is an ongoing problem and it is analysed regularly to see who the patients are. Frequent offenders are written to but only as a very last result would a patient be removed from the list. It was also agreed that this would be included in the next parish Magazine article. **Partner/H.G**

- 5) **Specialist Clinics update** – Dr Miles asked the group what they

felt about the In-House Clinics, all felt that they were an excellent idea offering the patient a speedier appointment, convenience and seeing the Consultant themselves aiding a much speedier diagnosis. One area of concern expressed by Mr Fletcher was that if Surgeries all set up these In-House clinics what will happen to the Acute services. Dr Miles informed the group that there were constraints in hand to ensure that Clinics were not being set up if there was not a need for them, however he also explained that sometimes the Acute sector needs to see that things can be done elsewhere in order for them to pull the socks up a bit.

Ophthalmology Clinic - Dr Miles informed the group that the partners were in consultation with Mr Heravi from the William Harvey and a local optometrist with a view to setting up a Glaucoma clinic here. He explained that it would be a considerable expense to the surgery but one worth exploring.

General Surgery – The Surgery now have two general surgeons who hold clinics here, Mr Harinath who deals mainly with colorectal problems and Mr Heddle who deals with ‘lumps and bumps’ on seeing either of these Consultants if surgery is required the patient can then be referred to either St Saviours or the Chaucer through the Choose and Book scheme.

Gynaecological Clinic – Held by Mr Learmont but additional options being explored.

ENT Clinic – Mr Sharp.

Audiology – Dr Dewhurst.

Dr Miles also informed the group that the partners were exploring the possibilities of the following clinics:

Urological

Orthopaedics

Dermatological

Ultrasound – to carry out Echocardiograms ect (but considerable expense involved)

- 6) **Preventative Health Events** – It was agreed we would look at this again after the visit from Careers Support.
- 7) **Patient contact sheet** – Jo Shepherd informed the group of a new sheet the staff can use to record patients grips and grumbles these would then be used as a learning tool to see if any patterns are forming and should we need to look at Surgery policies.
- 8) **Any other business** –
Mr Thake said that he had heard that Dr Flack was unwell, surgery staff were unable to confirm this but Mr Fletcher said that he knew Dr Flack had been in hospital, it was agreed that those patients wishing to send Dr Flack cards would do so themselves.
Blood samples – Mr Fletcher raised the question of blood samples only being able to be taken twice a week. Jo Shepherd explained that the Surgery employ a Phlebotomist twice a week Monday and Thursday mornings. Staff are encouraged to fill all

her appointments first as she is not trained to do any other nursing duties, it would be bad management if she had empty clinic slots and the other Health Care Assistants were taking blood. The other HCA's are available to take blood if it is necessary at other times or in an emergency.

Travel Injections – Mr Morris raised the question of Holiday vaccines and whether they are free or not, Jo Shepherd informed the group that travel injections are not part of the NHS and are to be included in the patients travel costs. She also went on to inform the group that we no longer hold a travel clinic in the surgery and the all enquiries for travel vaccines are directed to

BMC travel clinic
Mersham-le-Hatch Business Village,
Hythe Road,
Ashford,
Kent, TN25 5NH,
01233 503666
www.bmcmedical.co.uk/

- 9) **Any other business – Following the discussion earlier about the ALCG and the understanding of its workings it was agreed that we would discuss the planning of an Extraordinary meeting at the next meeting.**
- 10) **Date of next meeting – Tuesday 28th February 2012 @ 6pm**