

Minutes of PPG meeting held on 10th January at Windmill Surgery, Wymondham

Present Chris Longhurst, John Groom ,Linda Davis, Hugh Slade, Robert McGill, Viv Hawes and Nic Woods(Coastal Partnership)

1)Chris Longhurst took the chair in the absence of Jane Scarfe, the panel having been told by Viv Hawes of her fall and consequent hip fracture. The panel wished her a speedy recovery.

Chris welcomed everybody and introduced Nic Woods who expressed a desire to help the panel with any questions related to the running of the IT side of the Practice.

2)Apologies received from Jane Scarfe, Julie Adamson, Joy Batley, Sharon Marsden and Yan Hardinge

3) The minutes of the last meeting were agreed as a true record.

4) John Groom as a new member queried why the Practice had no Partner; this was answered by Nic who explained that it was not necessary to have one. He went on to explain that Dr Wendy Clark is the Clinical Lead and takes day to day medical decisions and Abby Underhill is the new Site Lead and looks after the Admin side. Nic said that it was hoped that at some point a Partner would be appointed but it was much more difficult to get Doctors to commit financially to a Practice.

5) The main focus of the information given by Nic was about patient access to records. He talked about the fact that only 'coded info' would be available to start with (e.g. blood test results etc), full text will not come into force until April 2018. Patients will have to apply for access initially and this will apply to children as young as 11 if they are deemed capable of understanding.

There will eventually be access to a 'summary care record' which can be accessed by the emergency services which could help prevent mistakes in treatment. He also explained in answer to a question from John, that if a patient did not agree with something written, they had the right to have it changed if it was inaccurate. John had a further question to Nic which was, why do patients need access to records? The answer—because the Government says so! Viv pointed out that sometimes when filling forms for Healthcare or Insurance, dates of illnesses or procedures are required and that people are never good at remembering dates.

Nic also spoke of the intention to recruit more patients and it was pointed out that with the expansion of Wymondham and the surrounding villages that was not going to be a problem.

6) Windmill Surgery Matters.

- a. the Practice is covered for all sessions
- b. Nurse coverage is at full capacity
- c. With the arrival of Abby Underhill, the reception is fully covered

d. Dnas are still a problem even for booked on the day slots and questions were asked about how to solve the issue. Nic had no quick fixes and when asked by John whether follow ups had been undertaken, he said the admin staff did not have the time. Linda suggested that when text message reminders are sent, perhaps an additional ' if you no longer require this appointment, please ring and cancel' could be added, Nic thought this a good idea and will look into it.

e. No new information but should start soon now all receptionists in post. John queried whether they had enough knowledge but when it was pointed out that they would not be asking for details and if someone said "no", that was ok.

f. Covered previously

g. Nic explained that website covers all Coastal Practices but has info on all. It was suggested that a newsletter could be taken from the website and put into hard copy for those not able to access the web, with just info re Windmill. This could be available in reception.

h. Hugh asked whether something could be done in frosty weather about the car park. Hugh had fallen while crossing, as had Chris, and both said it was a serious problem. Nic will query this as Coastal do not own the premises and he does not know whose responsibility this issue is.

7) Chris will be attending a meeting on this area and will report back.

8) John had issues with the way his application for membership of the PPG was handled. Nobody had an explanation for the delays but he was now happy with the situation. He pointed out that when he studied the Statement from the Partnership, nowhere did the words Quality----Consistency---Continuity appear which he felt he would expect. It was not that he was complaining about the treatment he has received but the wording of the document. It was agreed that the statement was not incorrect and John was told of the CQC rating received.

The date of the next meeting was set for 11th April 2017 @ 5.30pm