

Minutes from Patient Participation Group Meeting 17th May 2016

1. Attendees: James Magness (Chair), Mary Magness, Sheila Clements, Howard Gentry, Christine Campbell, Judy Holbrook, Sarah Warren (minutes)

Apologies: Hazel Blake, Anthony Blake, Ann Russell, Mike Campbell, Margaret Gillespie

2. Review of Minutes of previous meeting and any matters arising

WebGP – Sarah confirmed that she had advertised Web GP onto the patient call screen in the waiting room and that it is in the forthcoming Newsletter.

Online Access – the Practice confirmed that it had met the 31st March deadline for enabling patient online access to clinical records. There is an article in the forthcoming newsletter, which explains that patients can have access to their test results online and that they can apply for access to the coded information held in their electronic clinical record. Concern was expressed by a group member that online access to test results may cause concern to patients if they saw worrying results. The Practice was able to reassure that the comments from the doctor as to whether the result was 'normal' would be visible and that the GP would call the patient in the case of abnormal results.

Funding – Judy Holbrook explained that we are still unclear what the financial impact will be following the national contractual review of GP practice finances. However, the Practice does know that its budget will be cut over the next 5 years. This is influenced by the demographics of our particular area and that we would not benefit from additional monies being given to practices in a more deprived area. One member asked whether we have considered shutting our list. Judy explained that the Practice has a considerable annual patient turnover and that shutting for any amount of time would adversely affect the Practice finances very quickly.

3. Feedback from James Magness (Chair) on meetings with members of other patient groups

James told us that he'd recently met with the Chairs of 2 local Patient Groups. These had very individual styles of working, in that one was run on a more autonomous basis, acting as a 'governing body' to the Practice, with formal Terms of Reference and clear Confidentiality Agreements in place. The other was more informal and similar to our own group.

One suggestion that James made as a result of his conversations was to have a link on our website with a means of contacting the Patient Group, which Sarah will put in place.

He also asked that both Terms of Reference and Confidentiality Agreement be included as Agenda items for the next meeting.

4. Proposed changes to the Appointment System

The Practice outlined its plans for changes to the appointment system. At the moment, our current system is geared to respond to a same-day request for an appointment or the opportunity to book up to 4 weeks in advance. We are aware that this does not suit everybody and that we are not appropriately signposting our patients to the most appropriate service for their problem. We are introducing a number of other services to our appointment system, including an urgent care nurse service, same-day telephone access to a trained physiotherapist and a clinical pharmacist who can deal with medication queries. This received a favourable response from the Group.

5. Nominations for Vice-Chair

The Chair proposed that we seek expressions of interest from anyone to be Vice-Chair. It was acknowledged that there were several members of the Group missing so we postponed this item until the next meeting.

6. Any other Business

Issues with transfer of patient medical records

In Bristol, GP practices have been supported by Avon Primary Care Support Agency, who manage a number of contractual matters including logistics. This organisation will be disbanded in August and a national company has been contracted to take over. The experiences so far have been very poor, in that transfer of patients' medical records between surgeries is sporadic and poorly managed. Many of the records we are expecting to receive for newly registered patients have not arrived. The Practice will keep the Group informed on this issue and any others relating to this organisational change.

Sarah announced that this would be her last Patient Group meeting, as she will be leaving the Practice at the end of July.

7. Date of next meeting – Monday 15th August 2016 at 3pm (please note time change).