

Patient Participation Group Meeting

Tuesday 21 October 2014

Attendance: RC JS,JW,JA

Apologies; BC,SS,MF,JF,SI, JP

1. Previous meeting minutes were agreed.

2. Friends and Family Test;

- **Trial December:** A single question will be asked via a card for patients who use the surgery – the question will be
- **“How likely are you to recommend Elbury Moor Medical Centre to friends and family if they needed similar treatment?”**

The results of Decembers audit will not be mandatory as this is a bedding in period.

- **January onwards:** The survey will start in earnest with date being inputted into the system in Feb. This will be reviewed by NHS England, with the Practice putting the results on the web site.

3. **On Line Access to Summary Care Records.** The Practice is engaging with its web supplier to allow patients to access their care summary record on line. This will progress over the coming three months and by the 31st of March 2015 we will be in a position to allow patients access to an area of their clinical notes:

- Patients will request a password and log in via the web site or the surgery
- Patients will then log in and access their summary care records
- There will not be the ability to change or amend anything – any discrepancies should be reported to the Practice

4. **Electronic Prescribing Services - Update.** The Practice has now gone live with this – with nearly 10% of patients using this service whereby their prescription goes electronically to the pharmacist. It is anticipated that the number of patients using this will increase over the year. To date there have been some minor teething problems but in general the system is working well.

5. **New Practice Structure.** Dr Cullen is retiring on 01 Nov 2014. A new ANP has already started providing greater access for patients. In addition to this Drs' Madden and Mahanta are increasing their sessions. In real terms this will mean additional capacity at the Practice.

6. Any Other Business.

- The Practice Manager gave an overview of the funding into Practice over the next 5 years. Funding is being reduced to our Surgery by approximately 5% per year; year on year for the next five years.

- The CCG are working on ways to re-invest the money back into Primary Care - however Primary Care includes the following areas; Pharmacy, Dentistry, Optometry, District Nursing etc. There is no clear way forward on how the Practice will be able to make up this reduction in revenue.

7. **Date of Next Meeting.** The date of the next meeting was not set and will be promulgated in the new year.

Post Meeting Note:

Date of next meeting : Tuesday 10 February at 1300hrs at Elbury Moor Medical Centre

Agenda:

- Access to Summary Care Records – Update
- Telephone system – Due to financial situation new system not available – can we amend the PPG Plan
- Practice Structure
- Federation (SW Healthcare) update
- Medical Students
- Patient Information Screens