

QUEENS ROAD SURGERY PATIENT PARTICIPATION GROUP

MINUTES OF MEETING THURSDAY 24TH OCTOBER 2013

In Attendance

Lawrence Welsh	Brian Lee	Leonora Lee	Liz Parker
Arthur Harkness	Joyce Henderson	Joanne Rouse	Joan Clark
Dr Andrea Clarke	Jeannie Manning	Alyson Marshall	

Apologies

Vera Simons	Edwin Simons	Dobson Heron
Margaret Heron		

North Durham Clinical Commissioning Group Update

Dr Clarke gave a brief outline on how the CCG operated and an update on different initiatives that had been introduced by them

Medicine Waste Campaign – An initiative to stop patients’ stock piling medication or ordering prescription items even though they no longer had a need for them.

Non- Recurrent Funding - The Practice had been successful in their bid to buy in aromatherapy sessions for patients who would benefit from this service, e.g. carers, patients with chronic pain, patients under stress etc.

Tele Health – Jeannie explained how this was being introduced for patients with high blood pressure. Blood pressure monitors would be given to suitable patients who would then be contacted by text to submit their readings saving an attendance to the surgery. This was also being considered for patients with other conditions,

Questions for patient Survey

It was agreed that the same questions should be used for the survey this year as it was easier to measure the outcomes.

Joanne Rouse asked if the layout of the survey could be modified to fit on to one double sided page as this would be easier for patients to fill in. Other patients who had helped with the survey agreed that this would be a good idea. Alyson would ask one of the IT staff to see if this was possible.

It was agreed that the survey would be undertaken for two weeks commencing Monday 18th November. Alyson would contact members of the group to see if they were available to help.

Appointment System

An update was given to the group on what changes had been made to the appointment system following suggestions from the last patient meeting and meeting within the practice team. These included

Review Appointments - These requests did not have to go through triage if it was in the patients records that the Doctor/ACP wished to see them again.

Sick notes – Repeat sick notes requests were sent to the doctor responsible for that patient.

Request to speak to a specific doctor – Slots had been incorporated into each doctors surgery to facilitate this.

Walk-In patients – Although this was discouraged, if patients presented after 3.30 they were added to the 4.00 overspill surgery but were informed that they may have to wait a while to be seen.

Telephone requests - It had been decided that after 2.00 p.m. patients were advised that only emergency requests would be added to triage, patients with non urgent requests would asked to ring the following day.

It was agreed that patients needing to pre-book appointments had not yet been resolved although patients could ask for an appointment at a later date through triage.

Winter Pressure Surgeries

A brief explanation of why these surgeries were being offered and how they would work was given to the group. They felt that this was a good idea but wondered if this was the first step to practices opening on a weekend permanently.

On-Line Booking – collecting email addresses.

It was explained to the group that before on-line booking was a feasible option, the practice had to collect sufficient email addresses but this was proving to be difficult.

It was agreed that a leaflet explaining on-line booking and requesting patients' email address would be given out with the patient survey.

AOB

Mr Welsh kindly gave the group an overview of what was happening within County Durham & Darlington NHS Foundation Trust. This included

The computerisation of medical records

Nursing vacancies being filled

Looking at ways to attract Consultants to the Trust and increasing the number of Consultants.

Introducing a seven day working pattern.

The group found this very interesting and informative and thanked Mr Welsh for his input to the meeting

Date and Time of Next Meeting

It was agreed that this would be sent out to the group after the results of the survey were available.