

Patient Panel Meeting Wed 25th January 2017

Present : Ian Davies, Raymond Davison, Alf Potts, Joyce Bainbridge, Jean Smith, Jennifer Allen, Stuart Miller, Jack Curtis, Lynn Holman, Peter Ellison, Anne Ruffell

A very warm welcome to Peter Ellison, our newest member of the panel.

HealthWatch

Kelly Wilson attended the meeting to discuss the purpose of Patient Participation Groups and to find out how our current panel operates.

Our Panel confirmed that they are happy with the way our meetings are ran. They confirmed that they are kept fully informed of any changes in the surgery, are involved in senior staff recruitment and future developments discussed.

As Kelly is leaving she will pass our details onto her colleagues who will be happy to attend a future meeting to tell us more about the work of Healthwatch. She left a copy of the document Patient Participation Groups – “Run by Patients, Supported by Practice.

***Addendum :** Anne emailed a copy to those with internet access. A copy is enclosed for other members.*

Future Speakers

The panel would be happy to have other speakers attend meetings and 2 organisations suggested were the Essence Service and Age Concern. Anne will arrange but please let Anne know of any other organisations you would like to learn more about.

Mission Statement for Group

Although the purpose of these meetings is to help drive forward new developments and shape our future, we don't have a formal “mission” statement. A few thoughts were :

- * Making a Difference
- * Your Health, Your Future, Your Voice

Ian suggested putting it all together i.e “

“Making a Difference, Your Health, Your Future, Your Voice”. We can confirm at our next meeting.

Repeat Prescriptions

Due to the “unmanageable” volume of calls the practice is receiving for repeat medication requests it has been agreed to cease taking requests over the phone. This will take effect from 1st March. Patients have been notified via website, newsletters, information notices in surgery and messages on repeat scripts and a message will also be put on the main telephone line. Not only will this will free up the receptionists time but it will also reduce the risk of prescription errors.

Although there may be some exceptions to this in which case these requests will be dealt with on an individual basis. Patients can still post in their requests, hand deliver, order on-line via patient access or arrange for their local pharmacy to collect and deliver for them.

Lynn doesn't have access to on-line appointment booking and repeat prescription requests so Anne will arrange this for Lynn.

Patient Survey

It's time for our in-house patient survey again. The questionnaires were circulated to the group for comments and slight amendments made. Anne will send out the questionnaires in February and will have the results ready for discussion at our March meeting.

Adverse Publicity

There had been an article in the local press recently and the practice had been named, although the practice couldn't comment on the matter due to patient confidentiality.

Paramedics

Correspondence has been received from the CCG regarding an initiative with Sunderland University . This would involve Paramedics working in surgeries alongside GPs & PNs. This has been successful in other areas and the practice would be keen on taking part. We are waiting for more information and Anne will keep the panel informed.

Nurse Practitioner

Our new Nurse Practitioner, Annemarie Armstrong, starts work with us on Mon 6th February. We hope she enjoys working with us and she will be invited to come and meet you all at our next meeting.

Panel Night Out

Meeting at Asiana's on Friday 27th January at 6.30pm.

Date and Time of Next Meeting

Wednesday 29th March at 4.30pm.