

Thaxted Surgery – Patient Participation Group

Minutes - 10 September 2015

Present: Harry Ellis, David Piper, Brenda Poston, Kate Rixson, Doug Mason, Phil Jeffries, Sara Carruthers (Practice Manager), Tony Wraith (GP)

Patient Access – demonstration and discussion

Sara demonstrated EMIS patient access using a dummy patient.

Thaxted Surgery have long provided on-line access to order medication and make appointments using EMIS's "*Patient Access*", linked from the surgery website. However, since 1 April 2015 all GP practices in England have to provide online access to much more of the patients' medical records.

EMIS's "*Patient Access*" has been developed extensively to support this is requirement, and now provides much greater functionality, and can allow patients to access information about:

- Medication – acute and repeat
- Immunisations
- Allergies
- Documents (e.g. clinic letters from hospitals)
- Test Results
- Consultations and other coded information.

The surgery has to choose which of these aspects to activate, and put in place reasonable measures to safeguard confidentiality. The PPG discussed the choices, benefits and risks, and controls. The outcome of this discussion is embedded in the draft policy circulated alongside these minutes.

The PPG members attending agreed to trial this protocol for us.

Fluathon

The surgery's annual Fluathon is scheduled for **Sat 24 October**.

Noted that pharmacists are also now able to offer flu immunisation. This potentially takes away an important slice of surgery income – income which goes towards funding appointments. The PPG agreed that the surgery should reinforce this message to patients – getting flu immunisations at the surgery helps support local services, and also raises money for charity (Cancer Research). Having flu immunisation at the surgery also means that it is recorded as part of the patients medical record.

The Fluathon will also include stalls provided by relevant bodies – e.g. Alzheimer Society, Age Concern/Smartlife, Uttlesford Carers, and others tbd. We hope to have a tent in the carpark, and provide coffee and cakes.

The PPG discussed ways of getting the message out. The following were agreed:

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- Walden Local, Dunmow Broadcast,
- Trumpet, Sampford Signal, Bardfield local news.
- Posters in surgery and around Thaxted.
- Text messages to eligible patients.
- Surgery will look at using e-mail, based on e-mail addresses on patient records, but will check on Information Governance advice first.

Prescribing Nurse

One of the surgery's nurses has been studying to become a prescriber and has now qualified. The surgery proposes to give her designated sessions for "minor illness" (coughs, colds, UTI, discharges, ear aches, pains etc) sessions 3 mornings a week.

The appointments will be open for booking 24 hours in advance, and will be offered to patients who ring on the day as their first option. The nurse can prescribe if appropriate, and will call in the duty doctor if, having assessed the patient, she deems that this is required.

This is an increase in capacity, using sessions that the nurse has previously been used for study.

The PPG wholeheartedly supported this proposal and felt that patients would respond positively. Members advised that the surgery need to communicate this properly with patients. Advice well taken!

Integrated Care Organisations

Sara explained that West Essex CCG is currently investing in a programme designing "Integrated Care Organisations". This is nationally driven by the NHS Five Year Forward View, which recognises that the last few years have led to fragmentation of services, and is pushing back towards:

- Integration of community services and hospitals in hubs either around a hospital and/or around clusters of GPs
- Integration of health care and social care

West Essex CCG and Essex CC are looking at practical implementations of this on a local scale through:

- a series of workshops, including some public workshops (details to be issued with these minutes).
- A series of "100 day" challenge projects, which are small cross organisation teams looking at more micro/bottom-up integration opportunities

Thaxted is involved in a North Uttlesford 100 day challenge around the frail and elderly, and is particularly active in promoting a much greater sense of team between the surgery and the district nurses. It's also looking at better on the ground team work with social care, mental health and domiciliary care agencies.

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Private work and fees

The PPG reviewed the surgery's policy statement re private work and fees. They agreed it was clear and fair. Agreed we would post this in the surgery and on the website, and give a copy to patients whenever they request private work.

AOB

Noted that receptionist cannot see people queuing when they are standing back from the yellow line. Surgery to look into installing a mirror.

Noted that signs asking people to wait in the waiting room for medication are somewhat ambiguous. Surgery to remove and/or clarify.

Next Meeting

10 December, 10am in the Surgery

PPG noted that holding the meeting in the evening on 10 September did not bring in different people, as hoped. We therefore decided to resort to 10am for the next meeting. However, happy to try again if other members on the e-mail list are keen.