**Greenside Surgery Patient Participation Group**

**Minutes of a Meeting held on Thursday 15 October 2015**

**Present:**

* Dr Christopher Myers
* Sarah Caddick, Assistant Practice Manager
* Jenny Searle, Maureen Taylor, Sue Garfitt, Ian Garfitt, Sue Byers (Minutes) and John Byers (Chair)

**Apologies:**

* Carole Dalling, Practice Manager

**Welcome, Introductions and Housekeeping**

Dr Myers welcomed members to the meeting informing them that Mr John Byers had been elected as the new Chair of the Group. John thanked members for their nominations and welcomed two new members to the Group, Mr Ian and Mrs Sue Garfitt.

**The signing-in sheet** was passed round for members to sign.

**The Minutes of the last meeting held on August 2015** were confirmed as a true record of that meeting.

**The Practice Newsletter** was circulated and approved.

**Dr Myers- any updates National/Local**

The Chair asked Dr Myers about various headlines that had appeared in the national press recently with regard to the Government paying GPs not to refer people to hospital. Dr Myers replied that there were costings for just about everything relating to medical matters and that if a matter could be dealt with by a patient’s GP then patients would not be referred to hospital but treated at their GP’s practice. GPs were finding other ways of treating people for manageable illnesses such as diabetes, migraine etc. There were guidelines to follow before referring patients on to a hospital.

The Chair commented that this would mean extra work for GPs. Dr Myers replied that GPs were now reaching their full capacity and there just wasn’t always the time to do it. They were currently looking at proposals optimising time management; always reviewing work and the workload; and, the way things were being managed. Patients would be dealt with at the practice and those who were referred to hospital would be monitored. GPs were not being incentivised to do referrals but there was only a finite amount of money in the NHS.

Dr Myers informed members that there were lots of things happening at the moment. One of them was that the Clinical Commissioning Group (CCG) had done a plans remit with regard to general practice levels on the satisfaction of GP care. One initiative was the alignment of nursing and care homes with practices which was in the process of being arranged, over a period of time, with one local practice looking after one local nursing/care home. It was time to bring these in alignment so that residents in a nursing/care home would have better medical care. It is to be aligned over the next 6 months and hoped to start in earnest by April next year.

The Chair asked if the closure of the Chantry practice was having any impact on the Greenside practice yet. Dr Myers replied that the CCG had distribute patients according to where they lived. Greenside had been allocated 56 new patients, although a few more had asked if they could be accepted as well, but Dr Myers explained it could not be done because those who had asked lived outside the practice’s area. It was very difficult accommodating 56 patients all at one go, but all the Chantry patients had all been spread over the Rotherham area so it was proportionate.

**The Flu Campaign**

Dr Myers confirmed that the flu clinic had been held as normal but that there had been fewer patients that expected. He explained that Pharmacists were also issuing flu injections at their chemists now and asking people who went into the chemists on other business if they wanted to have their flu injection there and then. However, the Pharmacists were claiming back more fees than GPs were for their service and they did not have to let the local GPs know who they have given the injections to. Dr Myers thought that around 50 Greenside patients had had their injections this way from local Pharmacists. It was noted that there was no longer a charge for the over 60’s at a chemists.

There were no further updates to mention. At this point Dr Myers left the meeting.

**New Chairperson** - Sarah informed members that John Byers had been nominated as the new Chair of the Group and that he had accepted the post. John then thanked members for their nominations.

**Prescriptions over the telephone**

Sarah explained that the practice was trying to stop taking repeat prescriptions over the telephone as it took up a lot of the staff’s time. The initiative had begun on the 1 October. Patients were being informed of the options for registering on line. There was also a prescriptions drop box in surgery’s entrance. Patients could also sign up at a pharmacy of their choice where they would then be able to contact the pharmacy for their repeat prescriptions. In the cases of elderly patients with no access to the internet there would, of course, be some exceptions in ordering over the phone. Any other exceptions would be at the receptionists’ discretion.

Telephone appointment bookings were mentioned. It was noted the only available times for bookings on the internet were later in the evening. Ian asked if Sarah thought people who booked on line would turn up to their appointments. Sarah replied that this was being monitored. She reported that there had been 36 DNAs (did not attend) this week which equated to 390 minutes of lost time for the GPs. However, she felt that patients who had had their first warning letter would not go on to having a second letter issued to them.

**PPG Network meeting minutes held at Carlton Park on 8 September** –Sarah reported that no-one from Greenside had attended, but there was another meeting entitled **‘The Changing Face of GP Service’ to be held in the New York Stadium on 19 November.** She added that Jackie Tuffnell from the CCG would be attending this meeting and encouraged members that it would be worthwhile to go. Also, there was a further meeting she recommended members to attend on **Tuesday 1 December at the Carton Park Hotel**. It was noted that members needed to book on either one of these meetings.

**Any other business** – there was no other business for the meeting.

**Time & Date of next meeting:** Sarah did not have a time and date for the next meeting but it would probably be January or February 2016. She would be in touch with members with a definite time and date for the meeting.

The Chair thanked members for attending and closed the meeting.