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| **Dr. D.E. Beatty****Dr. E. Teverson****Dr. J.P. Hopcroft****Dr. R.T. Summers****Dr. C.J. Wright****Dr. A. Mayet****Dr. P. Afsar****Dr. N. Skaria** |

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| illustration of the surgery |

***FERN HOUSE SURGERY***

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| **125-129 Newland Street, Witham, Essex CM8 1BH****Tel: 01376 502108****Appts: 01376 512935****Fax: 01376 502281**[**www.fernhousesurgery.co.uk**](http://www.fernhousesurgery.co.uk) |

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**PATIENT PARTICIPATION GROUP MEETING**

**Date: Monday, 7th July 2014**

**Time: 6:30pm**

**Place: Fern House Surgery, Down Stairs Waiting Room**

**ATTENDANCE**

**Dr. D. Beatty Senior Partner (DB)**

**Dr. A. Mayet GP Partner (AM)**

**Lorraine Hendon Practice Manager (LH)**

**Tess O’Connor Senior Receptionist (TO)**

**PPG Acting Lead and Members**

**Anonymised**

**Note Taker**

**PPG Acting Lead**

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**Meeting commenced at 6:48pm**

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| **Item No** | **Subject** | **Action Lead** |
| 1 | **Welcome and Introductions**LH welcomed everyone and introductions were made around the room.   | **Actions**All PPG members present recorded email addresses on attendance sheet |
| 2 | **Update from March Meeting**The Patient survey had indicated that three areas were of concern to patients: the appointments system, car parking and extended hours. A new clinical system is due to commence in November 2014. This will enable a proportion of available appointments to be accessed online. A telephone option is included in the new system. A new check in desk system will ensure fewer queues to report in.A parking space can be re-allocated for use by a parent attending with children.When attending the Patient Reference Group Marian had reported concerns regarding increasing population demands. This was a widespread experience across CCG and is one of the concerns within the 5 year plan.  | How will patients with hearing difficulties use the telephone option within the system? **LH**How will patients without internet access be supported? **LH**Are there other scenarios that will emerge with the new system? **LH** |
| 3 | **Practice Developments** Dr Mayet is a board member of the CCG and outlined aims and budgetary issues. Fern House performance against CCG targets is very good. Lorraine outlined the test replacing the patient survey. The government has ruled that the ‘Friends and Family Test ‘ will be used. This is likely to be issued in December. |  |
| 4 | **Member Issues**Non-attendance at appointments continues to be a problem. PPG members suggested that the current poster detailing this could be presented as a positive rather than a negative. This would offer the opportunity to educate patients regarding the total number of appointments GPs provide.Other ideas included improving the answer phone message so that cancelling appointments would be easier and developing a system of escalating contacts (friendly call to formal letter) with those who do not attend.Patients often do not know the best times or methods of contacting the surgery. Although information can be included on the website or in a practice information booklet it may be that additional methods of communicating key messages should be tried. For example results are best obtained in the afternoons.The ability to limit addition of new patients to the Fern House books was again discussed.Named GP care for over 75s was discussed. Although Dr Skaria takes the lead as per government policy this does not mean that this group cannot see their normal GP! It was noted that the good practice required for care of this group was well established within the Fern House team.  | Tess and admin team |
| 5 | **CCG patient reference group Public Meetings Consultations****Keeping Informed**This group seeks to understand and incorporate into policy patients’ / groups’ views. Three locality leads attend and feedback views from their own networks and PPGs Public meetings are currently taking place in order to communicate with patients in Mid Essex. Two important issues are out for public consultation. The proposed cuts to IVF services (see link) and the proposed changes to immediate care (e.g, Accident and Emergency). | **All**Check these website addresses.[www.healthwatchessex.org.uk](http://www.healthwatchessex.org.uk)<http://www.midessexccg.nhs.uk/public-consultations/fetility-services-consultation> |
| 6 | **Next Meeting**A further meeting is planned during October. |  |

**Meeting ended at 7:52pm**

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