

**Rainford Health Centre**  
**Patient Participation Group**

**8<sup>th</sup> December 2015**

**Agenda**

1. Apologies
2. Minutes of the last meeting
3. Outstanding matters
4. Deferred Referrals
5. Messages on Prescriptions
6. Any Other Business
7. Date and Time of Next Meeting

**MINUTES OF THE MEETING HELD ON 8<sup>TH</sup> DECEMBER 2015**

**Apologies Received from:**

Jackie Shaw, Pauline Highton, Jayne Lloyd, June Marten, Linda Burns

**In attendance:**

Brian Marten, Bob Singleton, Keith Gratton, Dennis Cowley, John Rosbotham, Sandra Corfe, Patrick Conachey, Lynn Connachey, Sue Kimberley, Dr Veltkamp, Helen Sansbury, Karen Perry

Helen introduced a new member to the Group, Karen Perry, who works in general practice in West Lancashire.

**Minutes of the last meeting** were agreed as a correct record of proceedings.

**Matters outstanding:**

All members of the Group were happy with the system set up to apply to view their medical record. Some of the members had at some point in time been able to see some of their clinical history i.e. problems but they seem to have

disappeared. They were disappointed that they could not view more details. Helen agreed to look into this matter. Helen also stated that by 31<sup>st</sup> March 2016 patients would be able to access blood results, immunisations and coded information. At no point would patients be able to view the free text consultations that is written by the clinicians.

#### Deferred Referrals Scheme initiated by our Clinical Commissioning Group:

Dr Veltkamp spoke about deferred referrals. Quite a debate took place with very mixed feelings about the project. Dr Veltkamp insisted that only clinically appropriate cases would be deferred and only for 6 weeks. Patients would always be able to over-ride this decision and insist on the referral being sent off.

#### Messages on Prescriptions:

Since the introduction of Electronic Prescribing we have had to revise our procedure for passing messages to patients. Messages such as “make an appointment with a GP” or “Please attend for a medication review” or “come in for a specific test” etc. Helen asked the group if they were receiving our messages from the pharmacies. There was clear evidence that our messages are being received by our patients.

#### Any other business:

1. Temperature of the waiting room. Very warm in the summer. We had experienced patients complaining it was too cold only this week. However the Group felt the temperature was OK.
2. A member of the Group asked if we had met all our Flu Targets. It gave great satisfaction to inform them that we have achieved most of the target. The difficult ones such as the childrens vaccination programme and that for pregnant women were quite elusive. The Group spoke about the success of the walk in clinics. Discussion took place about the new Pharmacy Contract that gave pharmacies the ability to now give flu vaccinations free of charge. Helen spoke of the potential risk that GP practices may suffer a significant loss of income.

3. Seven day opening. The practice stated that we would be federating if and when this became mandatory. This would mean that we would share this responsibility with other practices and take it in turns to open over the weekends. Dr Veltkamp spoke at length about the pros and cons of federations and how it would impact on both surgeries and patients.
  
4. Lynn Conachey also wanted to make it known that she had made an error when responding to the FFT text message on behalf of her husband who had very recently attended the surgery. She had inadvertently pressed 5 Extremely Unlikely to recommend to Family and friends instead of 1 extremely likely. She felt that the sequence of numbers was the wrong way round!

Date and time of next meeting: To be confirmed.