

RAINFORD HEALTH CENTRE

PATIENT PARTICIPATION GROUP

Tuesday 28th July 2015

In attendance: Linda Burns, Keith Gratton, Dennis Cowley, Bob Singleton, Carol Sanders, Sue Kimberley, Patrick Conachy, Lynn Conachey, Sandra Corfe, John Rosbotham, Jackie Shaw, Pauline Highton, Helen Sansbury

Apologies: June Marten, Brian Marten, Jayne Lloyd, Richard Jones,

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

Matters Outstanding:

Three members of the Group indicated that they had not received any communication from the practice to trial the Patient On Line System. Kathryn will contact them to set them up and give them the opportunity to trial the system.

The remaining members of the Group have successfully applied to view their records and the systems set up seem to work efficiently. On Line Patient access for viewing records will be opened up in September 2015 to all patients registered at the practice.

Family and Friends Tests

Following on from the meeting in March, Helen explained how we now send recent attenders a text message asking the Family & Friends questions. This has given us a greater number of responses giving us more accurate feedback.

Helen informed the Members about the results of the family and friends tests from March to June. The Group praised the practice at always being in the high 90% + figure.

PPG Awareness Week

Helen spoke about how happy the practice is to have such a proactive and supportive PPG. However we have been criticised at not having any younger members of the group to give the views of patients who had young children or the working age population. We had discussed this previously and decided to have a PPG Awareness Week to promote the PPG and raise awareness of what we do.

Members of the group offered support and will contact Helen with ideas on how to proceed with this idea.

All members in attendance indicated that they were happy to speak to potential new members and/or communicate via email.

Any other business:

1. A couple of PPG members were aware of some complaints about the availability of the Treatment Room Nurses. The practice explained that this service was managed by Bridgewater Trust and so we had no real input in to how the service was run. However, Dr Veltkamp agreed to write to the CCG and raise his concerns. He will feedback to the PPG.

2. Helen spoke about some impending changes to the way patients order their warfarin:

“You may or may not be aware that when taking warfarin, regular blood tests are required to ensure that the dose taken is at the correct level, otherwise serious complications can arise. Although we have never had any problems in this surgery, nationally there have been some serious adverse events, as a result of confusion over dose, inadequate monitoring, or incorrect warfarin doses being prescribed. National Guidance has now advised that GP’s should not issue a prescription of warfarin without seeing a copy of the patient’s “yellow book”.

As a result of this guidance we have needed to change the way we manage the prescribing of warfarin. This may affect patients in various ways, depending on how they request their prescriptions.

1) PATIENTS’ WHO DROP PRESCRIPTION REQUESTS INTO SURGERY

Will simply need to bring either a photocopy of the most recent page of your yellow book into surgery, or bring the book with them and reception will photocopy it.

2) PATIENTS’ WHO REQUEST THEIR PRESCRIPTION VIA THE CHEMIST

Will need to drop off a photocopy of their yellow book with the prescription request. Alternatively it can be requested by dropping the prescription request into surgery as above.

Please note that patients will not be able to request warfarin on the telephone.

3) PATIENT’S WHO REQUEST A PRESCRIPTION ONLINE VIA PATIENT ACCESS

Will no longer be able to do this and will need to come into surgery with their yellow book as in 1) or request via the chemist as in 2).

Please note that we are aware that this may cause difficulties for some patient’s, particularly housebound patients who may have to call upon relatives

These changes apply only to warfarin prescriptions, any other medication is ordered in the usual manner.”

We anticipate some potential complaints as this new protocol will make it a little more inconvenient for patients ordering this medication. These changes are being done purely in the interests of patient safety and is in line with national guidance. The PPG gave approval and support to the changes required.

Date and Time of next meeting: 8th December 2015 @ 6.30pm - Mince Pies and wine!