

Patient Representation Group (WMC-PRG)

Minutes of meeting held Thursday 26th June 2014 at BurntOak Surgery

Attendees:

Patients:, HO, SG, SM, BO, KP, RF, TR,

WMC staff: Dr Yvette Saldanha, Dr Milen Shah, Kiran Bakhshi (Practice Manager), Paula McLaren (Lead Nurse), Lynn Brown (Reception Team Leader), Olivia D'Cruz

Apologies: UC, LG, SS, ST, Amelia Hall (Health and Social Care Navigator).

1. Apologies for absence

Noted as above

2. Chairman's opening remarks

Chairman's report noted

3. Minutes of ordinary meeting held 6 March 2014

Approved

4. Matters arising from the minutes, not covered in this agenda:

It was clarified that the care.data programme, pertaining to storage of patient details, has been postponed. The Summary Care Record for the NHS database, sharing information for care to be delivered wherever you may be in the country, is proceeding.

5. Action Plan update and progress report

Excellent progress has been made with respect to the action plan. The surgery receptions now open during lunch hour; results are available all day; training and development of reception staff continues; newsletter established; patients can now book appointments on the practice website. The reception area in Stanmore will undergo a redesign to improve space utilisation and the phones will be centralised away from the front desk.

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The Dr First Model was discussed at length and generally felt it would improve services at the surgery. The practice partners will meet to discuss feasibility of this model.

Although the practice accommodates 24/48 hour appointments it was less compliant with appointments in 3 weeks. The group felt the focus on immediate appointments was priority.

6. Newsletter

Hugh's draft newsletter was discussed and general opinion was supportive of content. Concerns were raised where the newsletter would be used as marketing the surgery and duly noted. Funding stream would be through local pharmacies.

Action: Olivia to assist with design and layout

Action: To explore distribution with the local free Stanmore magazine

Action: Slips seeking email addresses from patients to be actively given out to help generate a distribution list for the newsletter.

7. Healthcare Navigator, including open day and coffee morning proposal

The health and wellbeing service is on the website and on notice board at Burnt Oak surgery. Coffee morning will be held 11 July promoting its services to those who need it. Many organisations are attending to support the initiative. The group recognised the strength and benefit of the service and endorsed.

The Healthcare Navigator and another member of staff are being trained to support dementia patients.

Action: Volunteers required to help with leaflets and refreshments on 11 July.

8. Minor ailments scheme and liaison with pharmacies:

The minor ailments scheme is established at Burnt Oak. This involves patients being given a passport whereby they can go direct to the pharmacist (Heron) regarding certain conditions. If they are entitled to free prescriptions they can receive their medication free directly from the chemist. There is more information available on the practice website. Further links with local pharmacies are being explored, particularly for Stanmore patients.

Paula is involved with a minor illness clinic at the surgery as part of her Nurse Practitioner training. The clinical network is going to be setting up minor illness and dressings clinics.



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9. Healthwatch Barnet

Hugh and Lisa attended an exploratory meeting. Healthwatch were impressed with the PRG set up and work and were keen to learn more.

Health watch were still maturing as a group so at this stage no formal work programmes were agreed.

10. Any other business

Olivia discussed her dissertation about patient information and dissemination and asked the group to review any material around this, which was agreed.

11. Date of next meeting; 2 October 2014 (venue tba)