

## Patient Reference Group Meeting

### Minutes

Meeting held on Wednesday 16<sup>th</sup> January 2015

#### Attendees:

Tess Burchett: Chair

Daryl Laws: Practice Manager

Pauline Anniss: Group Secretary

Dr Richard Emond GP

Teresa Edwards

Marianne O'Sullivan

Derek Cooper

Maureen Montgomery

Norma McMurdo

Roy Mason

Harold Taylor

#### Apologies:

Roy Mason

**Tess welcomed everyone to the meeting.**

**Matters arising from previous minutes: None**

**Basildon & Brentwood Clinical Commissioning Group.** Dr Emond encouraged the group to each read through the 5 year plan which contains some good ideas and makes interesting reading. He went on to explain that the "Frailty" checks are continuing and that the doctors are required to produce a register of those patients who are vulnerable and "at risk". They must prepare a plan on how to look after these patients. The practice has applied for funding for a locum, but the person who was appointed withdrew at the last minute, so that the appointment process has been re-started. It is hoped that someone can be recruited to work for one whole day each week. Daryl said the doctors really need more time to deal with the urgent need out there. It is particularly important to develop the wider team approach, to include the Community Matron, COPD team and others. This team approach to treating frail patients can prevent patients from being admitted to hospital and may result in better service delivery and improved outcomes, e.g. less blocking of beds, etc.

The 5 year plan is on the practice website. It discusses many ideas e.g. Diabetes care where the provider of the care is to be more responsible for outcomes. Diabetes UK has set down 12 standards for good care. There should be annual checks, regular foot care etc. At present, the practice sends patients to the Diabetes Centre in Brentwood. In future it will be necessary to make sure the basic

standards are met, if not, the provider will be responsible. It is hoped that the new standards of care will result in less amputations, less blindness amongst other improved outcomes. Early screening intervention is key. Maureen said that Malcolm Bigg, Diabetes Co-Ordinator, is arranging a Type 2 Diabetes Study Day at the Basildon Holiday Inn Hotel on the 24.3.15. Attendees will be invited by letter from the practice.

Children with Asthma is another area in the 5year plan which sets out areas for improvement and the need to learn to work in different way than we are now.

**New Members.** There has been no development on this issue. Daryl agreed that she will produce a small poster to place in any local shops that will carry them, requesting new members. Maureen say that she will be attending the Community Focus Group at Anglo European in February and has kindly agreed to raise this issue at that meeting.

**Booking Appointments online.** This went live in November and the take up has been fairly good.

**Electronic Prescription Service.** This subject is to be discussed at the next meeting.

**Mental Health.** Access to the Community Adolescent Mental Health Services is restricted to the more severe problems. There are huge barriers to making referrals because this is quite a large problem. Psychologists, psychiatrists and other mental health professionals are very limited resources. This service is now being re-commissioned; the end result will hopefully be simplified and better. We do not yet know when it will become live or how it will operate. We used to send referrals to Runwell by letter. There is now a system called "Choose and Book" which is a centralised referral system made by e-mail. It is hoped that this will be much quicker. Waiting times are an issue; it takes too long to get access to therapy.

**Brentwood Patient and Public Engagement Group.** Maureen continues to attend the Brentwood Patients and Public Engagement Group. It is good that members of this PRG are attending and the BPPEG are still keen to have ordinary members of the public there. The meetings are held at Brentwood Hospital. The next meeting is on the 28<sup>th</sup> January 15 at 9am.

It seems that the **Out of Hours Service** Operators work from Computerised Algorithms. There are many questions asked by the operator and some members of the PRG said that they had, on occasion, hung up because the questions asked were irrelevant to the subject of the call, e.g. Is he conscious when the call was made to locate an out of hours dentist. Another problem raised by PRG members was the operators have no access to the caller's medical records/history so any help/advice given could be risky. A PRG member said that she was aware the operators were supposed to have a qualified clinician at their shoulder, but that this may not be the case. One member said that the service is just a delaying tactic and a filter, it is a misuse of funding and that funding is being used in the wrong places. Dr Emond said that despite the issues raised by the group, the service does have good outcomes, especially where someone is in need.

**Care Quality Commission.** There is to be an inspection of the practice on Wednesday 21.1.15. The inspectors will be looking at the quality and safety of services provided to its patients, to see if those services are safe, effective, caring, responsive and well led. The groups of patients are categorised as

older, long term conditions, family, children and young people, working age, vulnerable and those with poor mental health. The inspection will focus on, amongst other things, waste management, training, clean safe environment, happy staff and/or patients. The inspectors may be ex-practice managers and G.P's. They write a report following the inspection which comes to the practice, who then have an opportunity to appeal, if they wish before the report is then published.

**AOB.** There was a discussion around NHS England wanting the practice to enable patients from out of our area to register as permanent patients of the practice. The practice has so far resisted on the basis of concerns about the practicalities of providing proper services to these prospective patients.

The TV in the waiting area of the surgery should have the volume checked each morning in case the default position is too loud in view of patients mentioning that they could not hear the doctor calling them for appointments.

**Next Meetings: Wednesday 11<sup>th</sup> March and Wednesday 13<sup>th</sup> May.** Maureen continues to attend the Brentwood Patients and Public Engagement Group. It is good that members of this PRG are attending and the BPPEG are keen to have ordinary members of the public there. The meetings are held at Brentwood Hospital.

**Next meetings: Wednesday 14<sup>th</sup> January 2015 (apologies from Gail) and Wednesday 11<sup>th</sup> March 2015.**