

MINUTES OF THE PATIENT REFERENCE GROUP MEETING

HELD ON WEDNESDAY 12TH SEPTEMBER

PRESENT Robert Kelso (Chair), Malcolm Cowburn, Linda Sanders, Roger Watts, Ed Matthews, Susie Wheaton, Bridget Kettle, Desri Dyer (Practice Nurse), Jo Galbraith.

APOLOGIES Sylvia Hindley, Di Wogden

MINUTES Change to the minutes from 11th July regarding notice of car parking fine. The rest of the previous meeting accepted.

MATTERS ARISING Check in screen, quite often sends people in the wrong direction, is not updated frequently. Susie informed the PRG that one of our senior receptionists has been appointed to update the check in screen first thing in the morning to help rectify this matter.

FRIENDS AND FAMILY Great results once again. The PRG want to make sure their praise regarding these results is passed onto the staff at Brannams.

FLU CLINIC (DES DYER) There will be three clinics running this year, September 29th, October 13th, November 10th. New trivalent vaccine for over 65 yr old patients. Delay in receiving stocks for this vaccine. 40% to be delivered in September, 20% in October and 40% November.

Clinics have been increased in complexity of booking, children flus, under 65 yrs, over 65 years and those eligible for shingles and pneumococcal vaccines. The October clinic will be smaller and hopefully we will be able to accommodate more school children on this date. November will be a repeat of the September Clinic.

No adverse effects maybe a high temperature. If the over 65 years are allergic to egg they can still have the vaccine. If they are allergic to latex they will be offered an alternative.

We will have a push on children and carers to have vaccine to avoid relying on herd immunity.

If the flu vaccine is given at a pharmacy they will notify us so we can update the patients' medical records.

IMPROVED ACCESS All GP surgeries had a choice to be involved in the pilot IA scheme. We will offer IA appointments on a Monday evening, 6pm-8pm every week. We will also be offering weekend pre booked appointments and can notify our patients of other surgeries that will be open at a weekend if they are unable to make an appointment during the week. These appointments will be for non-urgent matters. All appointments will be pre-booked and the phone lines will not be open during weekend surgeries.

Tuesday – Friday we will also be offering two GP appointments and 2 HCA appointments as part of the IA scheme. All the IA appointments we offer can be booked by our patients and offered to patients from Northam, Bideford Medical Centre, Fremington and The Wooda Surgery, Bideford if we have availability.

Risk factor – the use of different computer systems. A system has been put into place to address this risk. All surgeries will call the GP practice directly to book their patients' appointments.

ONLINE ACCESS to promote online access. A request for members of the PRG to come into the surgery once WIFI has been installed to assist other patients on how to use the service and reiterate why it is so useful. To be discussed at next meeting WIFI installation pending.

CHEST X RAY PATIENT INFORMATION Input from PRG on the suitability of the content of the proposed patient information the reverse of a chest x ray form. Highlighted that it was assumed all patients would understand the abbreviation 'CT'. Decided this should be fed back and a more detailed explanation given, to clarify for those with less knowledge. Ed made notes of proposed changes and will forward them to the radiology department.

PRG INFORMATION BOARDS Susie is still waiting for some of the PRG member information. To collate and update the board once received.

AOB – Roger Watts. Roger managed to attend the meeting even though being organised and sent his apologies just in case he was delayed (attached brief email from Roger pre meeting with stake holder information). Roger also added he attended a meeting where Sarah Wright spoke about decreasing waste within the NHS and Carol Albury discussed how Pharmacies can save money. Interesting talks and the National Committee are looking into stopping certain medications being prescribed i.e paracetamol.

DATE OF NEXT MEETING Wednesday 14th November

