

## Patient Reference Group Meeting

### Minutes

Meeting held on Wednesday 12<sup>th</sup> November 2014

#### Attendees:

Tess Burchett: Chair

Daryl Laws: Practice Manager

Pauline Anniss: Group Secretary

Dr Richard Emond GP

Teresa Edwards

Gail Anspack

Rachel Lee

Maureen Montgomery

Norma McMurdo

Roy Mason

Harold Taylor

#### Apologies:

Marianne O'Sullivan

Derek Cooper

**Tess welcomed everyone to the meeting.**

**Matters arising from previous minutes: None**

**Basildon & Brentwood Clinical Commissioning Group.** Dr Emond told the group that the practice is hoping for a new locum doctor for two sessions a week to free up the doctors to do the frailty tests, set up care plans and then review each case every three months. These cases include those who are already in care. At present the cases amount to 2% of the patients list. The average appointment is about 20 minutes. The first appointment is always face to face, later reviews can take place over the telephone where appropriate. Eventually these tests may have to include all on the patient list. The locum will hopefully have a fixed term contract of two years and will preferably have local knowledge gathered through their training etc. Patients are identified by way of a computer "frailty test". Each patient is given a frailty %.

The group wanted to record our congratulations to the G.P.'s for keeping their waiting times for appointments down. Daryl said it was entirely due to the doctors working very hard, for example, sometimes seeing 16 extra patients in a session.

Dr Emond said he had explained to BBCC Group the sometimes great difficulties some patients encounter in getting to community clinics. The group took these concerns on board, the problem is, there are no imminent resolutions. It was suggested that the practice could refer to hospitals but this could have a knock on effect of increasing budget costs.

Dr Emond attended at the Health and Wellbeing Board @ Brentwood Council. Dr Emond raised the problem of some patients having difficulty in getting to community clinics. He pointed out the disadvantage to those patients of not being covered by the Brentwood Community Transport Scheme. The point was taken, but again, as yet there is no resolution. Dr Emond will raise the matter again in the future.

**New Members.** It was noted that Mr & Mrs Williams had not attended. Pauline said she thought they may attend future meetings but that their house was undergoing substantial works. Daryl will again contact Anglo School to see if there is any interest from current pupils.

**Booking Appointments on Line.** This is going live as from next week. Patients will be able to book appointments up to two weeks ahead. They will need to register for on line appointments. When they login, they will be able to see which doctors are available and show the appointments available. Once booked, the patient will receive an SMS message to confirm. Appointment cut off time will be one hour ahead. If not booked, empty appointments default back to reception for them to use any empty slots.

**Electronic Prescription Service.** This repeat prescription service will mean that prescriptions will go directly electronically to the chemist, with the patient's consent. There will be training in January and maybe going live in February. There will be a 24 hr delay, save for acute prescriptions.

**Delayed Prescriptions.** It is European Antibiotic Awareness Day. This is about how many bugs have become resistant. For example, one patient suffered a urinary tract infection and tests showed that he was resistant to all antibiotics save for one which required hospital treatment to administer. We are the worst in Europe, along with France and Germany. Holland and the Netherlands do not have this problem. They have a very developed system. It is possible that the clock can be turned back with resistance; some bugs do become sensitive again. Antibiotics are overused by doctors (not vets etc). The practice hopes to use delayed prescriptions where infections are self-resolving. The patient and the doctor will agree to delay using prescriptions for several days, only cashing in the prescription if the infection does not clear up.

**Friends and Family Test.** From the first of December, Leaflets will be available in reception for patients to complete. Daryl will then collate the results on a monthly basis and submit the figures to the NHS. The group felt that this exercise will be of limited benefit.

**Basildon Hospital.** There were several anecdotes relating to treatment received at the hospital which were all positive.

**Mental Health.** This has a separate budget from physical health. Mental health is a BIG problem. There are few inpatient beds and often there is little support and any beds are long distances away. Young person's services are being reorganised again, it is to be stream lined into the Community Adolescent Mental Health Service. There is a young person's counselling service at Brentwood at the Hermitage. Brentwood Council also runs a housing service for those between 20-25. This helps to reduce homelessness amongst young people.

**Brentwood Patient and Public Engagement Group.** Meeting held at Beechwood Surgery in Brentwood. They have divided the meeting with patient panel representatives meeting at 9.30am followed at 10.30 with speakers addressing the meeting. The group want particularly to hear about patients responses to Out Of Hours Services. They also want more patient representatives in the meetings.

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