

Patients Group Committee Meeting Notes 16 January 2019

Present: Tony Morris (Chairman), Liz Smith (Treasurer), Janet MacCulloch, Pam Morris, Amanda Oliver, Steph Punt (part).

1. **Apologies for absence** - Philip Pritchard, Andrew Belham, Linda Isaac, Barbara Rogers.
2. **Matters arising from the Meeting on 14th November 2018 and Actions**
 - a. NHS Choices website – action completed
 - b. Website update – action completed
 - c. Staff feedback on flu clinics – the points raised by the committee have been fed back to staff.
 - d. Repeat prescriptions – procedures have been tightened up to prevent further problems.
 - e. Cake & cards sale – the committee thanked Liz for her hard work that raised over £50.
 - f. National Patient Safety Alert Committee – action completed.
3. **Chichester Local Community Network meeting** – items from the last meeting of this group were discussed. They included information sharing, ideas for posters and leaflets, reaching the wider community, and promoting the improved access initiative.
4. **Coastal West Sussex Patient Participation Group** - items from the last meeting of this group were discussed. They included how some groups were getting effective feedback from patients, whilst others were finding this difficult. Some of the things that seemed to work in village practices were less effective in urban practices. Mental health issues were discussed including ways to encourage patients to attend the surgery, availability of specialist mental health nurses in surgeries and mindfulness courses. Social prescribing (helping people with non-medical issues that affect their health) was discussed and it was confirmed that this is available at Cathedral Medical Group. The committee would like to meet the social prescriber and Amanda will arrange. **Action: Amanda**
5. **Missed appointments** – an updated poster about missed appointments was agreed.
6. **Update on self-help & the patient survey** – the committee was told that there could be significant time and financial savings if people bought over the counter medication, rather than visiting their GP for a prescription. Pain killers are available from supermarkets for as little as 35 pence for 16, but a prescription costs £8.80. It was agreed that patients should be encouraged to consult pharmacists, with the proviso that those with more complex conditions requiring several medications may feel more reassured to consult their GP.

A draft patient survey was handed out and comments invited before it was finalised in March. **Action: All**
7. **Financial update** – it was reported that, thanks to the cake & card sale, book sales and donations, funds now stood at £546.51.
8. **Any other business**
 - a. **Contingency Plans** – the provision of contingency plans for maintaining services if the surgery is affected by unexpected events, such as a fire, was questioned. It was confirmed that there are a number of contingency plans and that help would be received from the Clinical Commissioning Group. However, it was acknowledged that some initial disruption would be unavoidable.
 - b. **Patient suggestions** – the following suggestions had been received and were considered:
 - i. This concerned patients who attend in person, when the surgery opens, seeking an appointment. It was suggested that to avoid queuing at reception twice, first for a ticket and then to be given an appointment, that there should be a ticket machine. Unfortunately this was considered unworkable, as reception staff would not know which tickets had been issued.
 - ii. Concern was raised about noise from mobile phones disturbing other patients in the waiting room. It was proposed that mobile phones should be put on silent and calls not made or received in the waiting room. The committee agreed and supported signage to promote this.
 - iii. It was suggested that when particularly long waiting times occurred, there should be a board in the waiting room showing the expected waiting time. As this would take staff away from reception at busy times, it was considered counterproductive. It was pointed out that such occasions were rare, usually involved a medical emergency, and loudspeaker announcements would be made to keep patients informed.
9. **Date of next meeting – 6 March 2019 at 1.15 pm** (*post meeting note – this is a change and was agreed after the meeting*)