

Minutes

Those attending:

Rachel Stark	Sue Hughes	Ruth Chase	Andrea Bennett	Beverley Wride	Sally May
Beris Cross	Margaret Bale	Alan Bale	Linda Driver	Diane Irwin	
Patricia Walker	June Robinson	Marilyn Bell			

Apologies:	Carol Pracownik	Julie Davies	John Bowen	Denise Shepherd	Graham Ward
Mary Winning	Beth Maddock	Pam Mogridge	Molly Gay	Dr Swindall	John Day

Rachel welcomed everyone to the meeting and introductions were made.

1. Notes from the previous meeting:

No points were raised

2. Points from the Group

- The Putting Patients First article on the web site was spoken about and Rachel explained the background to this. It is a campaign by The National Association for Patient Participation (N.A.P.P.) and the professional body to which GPs in the UK belong (the RCGP – Royal College of General Practitioners) to raise public awareness of the difficulties General Practice faces. This is greatly endorsed by our local GPs.
- A No smoking sign was requested for the bench outside the conservatory.
- It was reported that patients are having problems using the self-check in machine. As the screen is fairly new we will monitor the problem.
- A member reported seeing a car going the wrong way out of the patient car park. When the weather is better we will whiten the one way arrows again.
- It was agreed that initials will not be used on the agenda in future.
- Issues regarding the prescription drop off box not being emptied. Rachel spoke about the on-line prescription ordering and that all patients are able to sign up to this for repeat prescriptions.
- It was agreed that Sue would do name badges for all members of the group.
- The problem of the cycle racks and cars parking over the pathway was raised, causing a problem for pushchairs and wheelchairs coming through. Sue will monitor this take photos to go on the plasma to try and prevent this problem.

3 Summary Care Records

A team attended the meeting to discuss the present situation of Summary Care Records (SCR) in Somerset. 70% of patients in the county now have a SCR which gives hospitals anywhere in England access to their medications and any allergies. The SCR can only be accessed by those clinicians with permission to access and before doing so they will always check with the patient (as long as they are conscious) to get their permission. When accessing the clinician will also check they do have the records of the correct patient.

At present East Quay has not signed up to SCR but we are doing a campaign to notify our patients of the SCR and there are forms available for completion by any patients who do not want a SCR. All patients will be automatically set up unless they have opted out.

The second stage of SCR will include end of life care decisions, but all patients again, will have the choice of opting out if they do not want others to have access to that information.

4 Somerset Primary Health

Somerset Primary Health (SPH) is an organisation set up by all the 75 practices in Somerset in order to bid for any services that may, in the future, be put out to tender.

This may be flu vaccinations, provision of the district nurses or any other type of service. All the practices are shareholders and we are currently waiting for the SPH business plan.

5 Quality & Outcomes Framework (QOF)

This is the framework of indicators, worth £300k to us, which makes sure there are high standards of clinical care in the practice. QOF is run by NICE.

Towards the end of last year the Area team realised practices were struggling with QOF due to extra workloads, GPs retiring and so on. It was therefore decided that QOF would be dropped for the last three months of the year but we would still receive our payments. The area team are now asking all practices and federations to decide on a new, improved system.

At East Quay we have been discussing hospital admission times and home visits.

6. AOB

- Sue told the group there is a possibility of organising a tour of the new Bridgwater hospital. Sue will arrange.
- Sue told all of those going to the Health Forum meeting next Tuesday of the change of time and venue.
- We discussed the Breast Screening service and the fact the machine broke mid screen this week. Rachel will report all comments about the service back to the Federation.
- Sue will be arranging the first Mum's Focus group meeting in the next week or so.
- Marilyn informed the group that Compass Carers will be holding a drop in session at East Quay on 10th February 9am to 12noon.

Next Meeting: Wednesday 5th March 2014 at 6.30pm