

**St James Medical Practice
Patient Participation Group
Minutes of Meeting held 19th July 2017**

**Presentation
By
Susan Hall – GP IT Facilitator**

Susan gave an informative and interesting account of Summary Care Records.

A patients SCR contains basic information such as age, address, details of allergies, current prescriptions and adverse reaction to medicines. With consent GP practices can add a summary of information about your medical history. Having an Enhanced SCR can improve the quality of care when in hospital or an emergency situation.

At the end of her talk Susan answered a number of questions from members and outlined the benefits that these records can give. She also stressed that a patients permission must always be sought before the records can be accessed by health professionals.

DH thanked Susan and asked for a vote of thanks which was proposed by PH seconded by SG.

1 – Present: -

Theresa Banks (TB) Julia Bateson (JB) Paula Bell (PB) Richard English (RE) Kathy Foley (KF) Stella Gutteridge (SG) Ian Gutteridge (IG) Penny Hipkin (PH) Joyce Hunter (JH) Derek Hunter (DH) Mary Large (ML) Alistair Milner (AM) Pat Simpson (PS) Simon Temple (ST) Joel Thompson (JT) Marion Tyrrell (MT) Roy Tyrrell (RT) Margaret Worledge (MW) Dr. George Wells (GW)

2 – Apologies: -

Enid Bright, Jane Chase, Pat Fraulo, Jasmine Fulcher, Anne Lemmon, Rachel Seakins.

3 – Minutes of May 2017 Meeting: -

The Minutes were taken as read and passed unanimously, proposed PH, seconded PB.

4 – Matters Arising: -

As reported in the Minutes the Group had agreed to provide funding for 2 new ear syringing machines. The money has been donated and a letter of thanks was received from the practice.

5 – Treasurers Report: -

SG gave details of the accounts which showed income of £92 from the sale of books (£8) and cake stall receipts (£84), and expenditure of £147.60 (Annual Insurance Premium) and a donation of £438 to the surgery. The total balance now stands at £224.88.

A copy of the accounts is attached.

6 – Practice Update: -

Simon Temple, the new Operations Manager, introduced himself and gave a brief outline of the duties he will be carrying out at the Practice.

KF said that Rebecca Baxter had joined the Practice team and would act as PA to herself and Simon in addition to her main role, dealing with HR matters.

There are continuing staffing problems with Dr. Antonia on maternity leave, and Dr. Tigchelaar off until mid August. Dr. Galloway is helping and locums are being employed to cover the absences’.

Flu appointments can be booked online now for dates after 11th September and shingle vaccinations can also be booked and both can be done at the same time.

Regarding the Practice move, the final business case has been submitted and is awaiting approval from NHS England. At the moment it is unclear whether or not there will be a minor injury unit at the new building as a new system, “A&E Streaming Service” is due to be introduced later this year. This involves A&E attendees being assessed within 15 minutes and then directed to the appropriate service for their needs. The space for a minor injury unit is provided for in the new building if the CCG requires it.

MW asked about calls being made to patients out of hours with blood test results. GW explained that as blood samples can deteriorate quickly false readings may occur especially with potassium levels. The lab or out of hours service may then contact the patient and advise them to get in touch with their doctor as soon as they can.

7 – QEH – Governors Update.

PH explained her role as a Governor for the benefit of new members and gave some details of the amount of work being carried out. With nearly 1000 outpatients seen every day, and a similar number of both inpatients and daycare procedures treated each week, the scale of the task can be appreciated. In addition A&E deal with 1200 patients every week.

In total there are almost half a million visits made to the hospital each year.

TB asked about staff shortages and PH explained that there were difficulties in attracting new staff to work in Norfolk but moves were being made to train local staff who would be likely to remain in the area.

In response to a question by TB on patient discharge times PH said that a new chief pharmacist had been appointed and pharmacists were working on the wards. It is expected that patients will not have such a long wait for discharge in future.

8 – PPG Awareness Week 2017: -

IG reported that the Monday cake stall raised £84 but that the planned health event on Wednesday had been cancelled. Instead a general awareness event was held and a number of new members were present as a result.

The cancelled health event that was aimed at raising awareness of bowel cancer had been discussed in committee. IG proposed that this be held in September seconded by MW. The proposal was accepted and volunteers were called for to assist on the day.

9 – Any Other Business: -

RE asked the meeting if any members were aware of West Norfolk Older Peoples Forum. No one present appeared to be aware of this organization.

There being no further business the meeting closed at 20.15

10 - Next Meeting: -

AGM – 20th September – 18.30

(Committee Meeting – 13th September – 14.00)

St James Medical Practice
Patient Participation Group Accounts
17th May 2017 to 19th July 2017

Reserve Account	ECR	EDR
Balance brought forward 17.5.2017	72.49	
<u>Balance 19.7.2017</u>	<u>72.49</u>	
 Current Account		
Balance brought forward 17.5.2017	645.99	
 Income		
Books up to 19.7.2017	8.00	
Cake Stall 19.6.2017	84.00	
 <u>Expenditure</u>		
PPG Annual Insurance Premium 30.5.2017	147.60	
Donation to surgery 13.6.2017	438.00	
<u>Balance 19.7.2017</u>	<u>152.39</u>	
Total balance of Reserve & Current Accounts	224.88	