

**St James Medical Practice
Patient Participation Group
Minutes of EGM and November Meeting held 15th November 2017**

1 – Present: -

Theresa Banks (TB) Paula Bell (PB) Enid Bright (EB) Jane Chase (JC) Stella Gutteridge (SG) Ian Gutteridge(IG)Kathey Foley (KF) Penny Hipkin (PH) Joyce Hunter (JH) Derek Hunter (DH) Mary Large (ML) Anne Lemmon (AL) Alistair Milner (AM) Dr. Prabir Mitra (PB) Rachel Seakins (RS) Pat Simpson (PS) Marion Tyrrell (MT) Roy Tyrrell (RT)

2 – Apologies: -

Richard English, Colin Johnston, Pat Fraulo, Margaret Worledge.

3 – Adoption of revised Constitution: -

IG explained the reason for this change to the constitution in removing the maximum period of service for officers of the Group.

The motion was put to the group and passed unanimously.

4 – Election of Auditor: -

KF was asked if she would continue to act as auditor. She accepted and the meeting approved her appointment unanimously.

5 – Minutes of July Meeting & AGM: -

IG went through the main points of the minutes and mentioned that some online messages to the practice had not received an answer. The Operations manager had looked into this and there had been a few problems with the system. These have now been sorted out and future messages will now receive a response within 10 working days.

The Minutes of both meetings were passed unanimously.

6 – Treasurers Report: -

SG gave details of the accounts a copy of which is attached.

7 – Practice Update: -

KF told the meeting that following NHS guidelines, common medicines that can be bought over the counter, such as painkillers and anti histamines, are no longer being prescribed by the practice. Also prescriptions for antibiotics are only being prescribed when necessary. PM gave details of a case that had occurred when he did not prescribe an antibiotic for a patient with a cold, and this illustrated the difficulties doctors face in carrying out NHS guidelines.

There followed a wide-ranging discussion amongst members and it was agreed that a working group be established to help promote patient awareness to self treatment of minor ailments.

IG asked for volunteers for this project and TB, SG, and AL indicated their willingness to assist.

KF advised us that a new texting system was being trialed which reminded patients of forthcoming appointments they had made. If the appointment was no longer needed the patient could cancel it by replying to the text.

The practice is working hard to obtain mobile phone numbers and email addresses of patients in order to improve communications with them, and is ahead of the target figure set by NHS England.

Dr. Galloway is retiring at the end of April and Dr. Sherwood will be cutting back to 2 days a week.

Negotiations are continuing with the CCG over the new premises, which will contain 2 virtual consulting rooms. PM explained some of the difficulties in using tele – medicine and there was a general discussion between members on this topic.

8 – QEJH Governors Report: -

A wheelchair appeal has been launched at the hospital and fundraising is currently taking place. The aim is to raise £24000 to buy 30 new indoor wheelchairs and local companies and organizations are being invited to sponsor a wheelchair.

A trial scheme using heated trollies is taking place with the aim of improving the meal service for patients.

The A&E department is undergoing alterations to accommodate the new practice of clinical streaming. This aims to ease the pressure on the Emergency service by diverting patients to another more appropriate site.

100 more parking spaces have been created for patients and visitors.

The Hospital received a letter of congratulation from the Health Secretary following its achievement in raising waiting times of cancer patients from 79% to 86%.

9 – Christmas crafts and cake event: -

This will take place on Thursday 7th December and all contributions for the tables will be welcome.

10 – JAG update: -

IG is expecting to attend 2 sessions in the near future.

11 – Patient Survey: -

IG met with Simon Temple to discuss this, but in view of the difficulties and expense involved in analyzing the completed forms this will not be carried out.

12 – Any Other Business: -

EB asked why a patient of the practice was refused a flu jab, which she was willing to pay for. PM explained that under current rules they are unable to accept payment from patients registered with them but can do so for a patient from another practice. The BMA is trying to correct this anomaly.

There being no further business the meeting closed at 20.10

Next Meeting - January 17th – 18.30

St. James Medical Practice
Patient Participation Group Accounts
20th September 2017 to 15th November 2017

Reserve Account	£CR	£DR
Balance brought forward 20.9.2017	72.49	
Interest	00.01	
<u>Balance 15.11.2017</u>	72.50	

Current Account.	£CR	£DR
Balance brought forward 20.9.2017	162.39	

Income

Private donation received 27.9.2017	174.10	
Book Sales 27.9.2017	45.00	

Expenditure

None

<u>Balance 15.11.2017</u>	381.49	
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Total balance of Reserve & Current Accounts 453.99

