

**MINUTES OF PATIENT GROUP MEETING ON TUESDAY 29.04.2014**  
**13.30PM – 2.30PM**

**Present:** Nicola Brailey (NB), John Savage (JS), Pam Savage (PS), Marisa Bradley (MB),  
Dr H W Ng (HWN), Practice Manager Nancy Ng (NN).

**Apologies:** Kenneth D'Ath (KD)

**Accuracy:** The minutes of the meeting held 14.01.2014 were agreed as being an accurate record.

**1. D.N.A**

It was discussed by the Group that displaying the monthly D N A total is having an effect. MB said this is a good idea to have the results displayed for each month on entrance door and reception window for all patients to see. NN said patients have come into the Surgery and said that they have been one of the culprits in missing appointments without informing the Surgery and they have apologised. NN also informed us that if anyone cancels or misses appointments it is recorded on the patient's record.

**2. PPG FORUM MEETING**

PS and JS attend the first PPG Forum Meeting held on 30th March 2014 where a Chairperson, Vice Chairperson, Secretary was elected. Nothing to report to our Group.  
PS and JS attend the second PPG Forum meeting held on 24th April 2014 and informed us that 10 G.P. Surgeries were represented and also 5 ladies from the N.H.S. CCG were present. Basildon Hospital Stroke unit was discussed by Sadie Parker, the announcement made in the press was incorrect, the investment of £1 million comes from Basildon, Brentwood, Thurrock CCG. Southend Hospital Stroke unit is not affected. Southend Hospital is likely to become a Hyperacute Unit for Stroke management. Kent Elms Practice front doors were discussed as they are having various problems. PS and JS informed us that majority of GPs do not attend their PPG meeting. PS and JS said they have not found the meetings useful at this present time, but will keep on attending in the hope that things will improve. The next meeting is on 29.05.2014.

**3. FAMILY AND FRIENDS (FFT)**

Scott Park Surgery initiated its own FFT survey back in November / December 2013. The survey report and the PPG Report 2013-2014 can be viewed on [www.scottparksurgery.co.uk](http://www.scottparksurgery.co.uk).  
NN informed us that from 1.12.2014 a family and friends test will take place, this is a test that all practices are required to do and have the results reported to NHS England Area. Practices are waiting for detailed guidance from NHS England in its implementation. NN also said that due to the results of the FFT, we have a new Locum started in the Surgery.

**4. PATIENT TRANSPORT SERVICE**

Patient Transport Service has a new telephone number 01702 444580 this is to be used and not on a booking form via GP Surgeries. NN has tested the number just to see how the system works, found that they gave out the wrong telephone number to begin with. NN found the correct number which is above. A letter came with the new number explaining the criteria to book patient Transport, found to be a little confusing so PS and JS are taking this to the next PPG Forum meeting.

With Immediate effect, practices no longer book transport service on patient's behalf for their first appointment. Patients who request to receive transport for a hospital appointment must call East of England Ambulance Service (EEAST) direct on 01702 444580, the ambulance team will go through the eligibility criteria with the patient. Practices that fax transport requests will no longer be accepted.

**5. SUMMARY CARE RECORDS**

Summary Care Records will go live on 10.6.2014 at the Surgery. There is a form you can still complete to opt out if you so wish to do so before 10.6.2014.

## **6. CARE DATA PROGRAM**

This is to collect information from all providers of NHS Care. You can opt out by completing a form from Reception. You can object to 2 types of information sharing. You can object to information that contains data that identifies you leaving your GP Practice and/or information from other places where you receive care.

## **7. PATIENT ACCESS TO GP RECORD**

As from 01.10.2014 all GP practices will be offering a facility for patients to view online, export or print any summary information from their records relating to medications, allergies, and adverse reactions. You will need to register for this.

## **8. NAMED GP OF PATIENTS OVER 75 YEARS AND OVER**

As of 01.04.2014 patients aged 75 years and over will have a named GP. A letter has gone out to our patients at the Surgery regarding this.

## **9. CHOICE OF GP PRACTICE**

From 1st October 2014 practices will be able to register patients from outside their traditional practice boundaries without any obligations to provide home visits for such patients.

## **10. CCG ONLINE PATIENT SURVEY**

Southend CCG is conducting a patient survey which is to gain feedback from as many patients and carers as possible and for patients to express their views to help Southend CCG to understand and act on what really matters to patients. PPG is asked to encourage their patients to complete the survey online:

<http://survey.redbrickresearch.co.uk/a/TakeSurvey?id=3833836&custom25=SouthendCCG>

## **11. BIRTHDAY BUG BOOKLET**

This is a booklet used for the 111 service for parents with children. This is a fun information book that can be found in the Surgery and on the website [www.scottparksurgery.co.uk](http://www.scottparksurgery.co.uk)