**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT THE CHURCH CENTRE

# 23 June 2015

## PRESENT

Diane Faris (chair), Helen Stacey (Practice Manager), Bruce Roper, Janet Russ, Kathy Peckham, Kate Hope, Bertie Shire, Louise Darwent, Ian Faris (Minutes)

**APOLOGIES**

Apologies for absence were received from Maggie Harlow and Terry Binding.

## MINUTES OF PREVIOUS MEETING (24 March 2015)

Read and agreed.

## MATTERS ARISING

**Tele-health:** 10 patients are using tele-health at present. A nurse, who is very pro-tele-health, will be joining the practice so, hopefully, take-up of this service will improve. Diane will be receiving on-line therapy: she’ll report what is involved at the next meeting. Kate reported that on-line counselling had been practiced for a number of years.

**Nurse recruitment:** Jane retires on 30th June this year. Helen Every, a nurse-practitioner who is qualified for all our requirements and who lives in Nether Stowey, will be joining the practice on 6th July. In future, blood tests will be obtained before consultation with the nurse. Many good skills are now available at the centre.

**Patient on-line access:** From a date to be advised, all patients should have access to a summary of their medical record. Appointments are now being booked on-line.

**TV screen:** Helen is pursuing options for this but wants to avoid displaying advertisements and the group agreed.

## FEEDBACK FROM MEETINGS ATTENDED

**Hinckley Point C:** This project has stalled. Preparatory work still needs to be finished before talks regarding health service funding can commence.

**Bridgwater Bay:** Pressure seems to be building regarding the viability of smaller practices. The fact that we are a dispensing practice enhances our economic viability.We cannot, however, supply patients who live within 1 mile of a pharmacy. Any attempt to increase this limit to 1.6 miles, as has been proposed, would require a change in the law. Bertie will put an item on the notice board regarding arrangements for payment for prescriptions. Changes are likely regarding collaboration between health federations/hospitals etc..

**Outcomes-based commissioning:** Helen handed out copies of a Somerset CCG circular regarding outcomes-based commissioning. The group agreed to work on questions to be posed to the CCG to gain clarification on the implications of this new approach to clinical commissioning. Kate iterated a personal example of the potential damages of this kind of approach.

**Telephone scams:** Helen will provide details of the latest telephone scam regarding drugs.

## FRIENDS & FAMILY TEST (FFT) FEEDBACK

Helen updated the feedback from the March-May period this year. The response rate was 11%.

## CLINICAL OPERATIONS GROUP (COG)

Diane showed all the documents, dispensed at the latest meeting, which she will pass to Helen. Diane felt that we need more continuity in representation at future meetings. She is unsure if there are any direct benefits to the practice but there is a bigger picture for which our involvement may be beneficial. Diane also felt that we may have a better chance of retaining our independence as a surgery if we have a greater, more prominent presence at Bridgwater Bay COG etc..

## PPG CHAIRS

Diane will attend the next meeting on 2nd July.

## FEEDBACK FROM THE MEDICAL CENTRE

Helen requested that any comments be passed to her.

## ANY OTHER BUSINESS

Helen outlined the purpose of Care.data regarding the transfer of information. Quantock Medical Centre may be involved in a pilot exercise.

Helen requested any items required for entry in the next newsletter.

## NEXT MEETING

Tuesday 29 September, then 8 December.