

THE ELMS MEDICAL PRACTICE

MINUTES

Patient Participation Group Tuesday 21 January 2020 – 2pm

Present JB JW SS HB SL RW RC

Apologies GS

1. Apologies
2. Minutes of Previous Meeting. Approved.
3. Matters Arising
 - a. Palliative care. Meeting attended in November 2019. Review planned in February.
 - b. Resuscitation policy completed.
 - c. Access. IAGP Hub. Now operational at Elms.
4. Primary Care Network

Clinical pharmacist has been recruited for the PCN.

Social link prescriber being recruited. May be located in Grain, with capacity to also attend Allhallows & Hoo.

Draft Network contract has been challenged by GPs nationally, and is currently being reviewed by NHS England.
5. Staff Changes
 - a. SS recruited as Practice General Manager.
 - b. Practice will be recruiting a paramedic.
6. EMIS Computer System

Migration occurred on 3 December 2019.

Group raised issue of online services. We are looking into this currently and need to have a service which works for both dispensing and non-dispensing patients.
7. Complaints Policy

JW explained details of a recent complaint. The complaints procedure now has greater prominence in the practice leaflet, and on the website. Information governance training is being arranged for staff to familiarise them with patient rights in terms of access to their notes. We are considering expanding the team for telephone access at peak times, according to the functionality of the telephone system.

8. Any Concerns or Queries

HB mentioned difficulties with wound care, a service which is provided in Medway out by MCH, rather than by surgeries. Housebound patients would be eligible for visits by community nurses.

9. Any Other Business

Discussion re 106 monies.

10. Date of Next Meeting

Tuesday 21 April 2020.