

KINGS CORNER SURGERY Patients' Participation Group

Minutes of the meeting Tuesday 30th July 2013

Present: Peter Bateson (Chair), Christine Weightman (Secretary), Pat Morris (Minutes), Spike Humphrey, Jan Olenjniczak,

Dr Hamid and Clare McAteer represented the surgery

Apologies: Harry Ruprah, Philip Shelley, Peter Standley.

1. Arising from the previous meeting

(a) Prescription "changes". Different manufacturers of generic brands need to be explained more effectively to avoid confusion, especially among elderly patients, as the packaging and the colour/size/shape of tablets may vary for the same medication. There were good reasons why packaging or manufacturer may change, but the essential ingredient would be the same. Anyone with doubts should consult the pharmacist. This advice should be offered via the Newsletter, and Christine would draft a text. The same advice could be made into a small printed slip to be issued by the pharmacist with every prescription, regardless of whether or not a generic substitute was being provided. This would cost little and might achieve a wider understanding of the issue. **Action: Christine**

A local pharmacist (Mr Amlani for example) could be invited to attend a future meeting to discuss. **Action: Clare**

(b) NHS 111 system

The Surgery had been instructed to change its "out of hours" message, requiring callers to use the 111 system for advice or phone 999 for emergencies. Recent publicity suggests the system is not working properly in many areas, and a major provider is seeking to withdraw from its contract. Locally we are not affected by this. We should ask about our patients' experience via the next Patients' Survey. **Action: Clare**

2. Ambulance Service.

Peter Standley had circulated a report describing local provision. Further information is being gathered by Jackie McGlynn. **Action: Clare**

3. Bracknell Forest and Ascot Joint Patients Forum Meeting, July 4th

Peter B., Spike and Jan had attended and report that our CCG was funded to the tune of £138M, for 137,000 people and that the Forum has been disbanded due to lack of volunteers to be chairman and secretary. We will wait to see what happens next.

4. Hearing aid batteries

The Practice notice says these are available at Heatherwood. This should be amended to include Magnolia House, where they are now available once again. Note in Newsletter.

Action: Clare

5. Practice & Patient Communication

IT consultants are adding new software to the website, delayed by holidays. Once the system is working, patients will be able to log in and automatically receive notices and reminders (and the PPG Newsletter). This will save a lot of routine office work. EMIS Access – online access to book appointments and order repeat prescriptions is already available. Need to take ID to the surgery and register if not already on the signed up.

6. Other Business

(a) Our PPG (formally a "PRG") is extended by the addition of about 10 "Virtual Members" who receive information for comment by email rather than attending actual meetings. A new annual Patients' Survey needs to be designed with the joint aim of gathering information directly comparable to that from last year and also seeking views on what additional services people would like to be made available. Clare circulate the current survey for comments, including a list of possible additional services as a prompt to generate further ideas and comment.

Action: Clare

(b) The "HSJ" report on future health provision in the local area was noted. The future of Heatherwood rests upon negotiations with Frimley Park regarding merger of health providers, but depends upon finance. If successful it may create a single administrative unit large enough to enable fuller provision at lower cost.

(c) The CCG meets on the third Thursday each month at the Blue Mountain Golf Course, Binfield, 12.30, with lunch provided. The next meetings will be on August 15th when Pat Morris may be able to attend and on September 19th. A PPG representative is invited. Please inform Clare and the rest of the group if you can attend this meeting.

Action: Pat, Clare and All.

8. Next Meeting (at Kings Corner, 6.30pm).

Wednesday 11 September

No meeting in August