

**ELMSWOOD HEALTH CENTRE
PATIENT PARTICIPATION GROUP MEETING**

Friday 13th January 2012, 2pm – 3pm

Present:

Tracie Baker, Tim Bell, Ken Brown, Jean Fisher, Malcolm Fisher, John Hackett (Chair), Ian Hewitt (Convener of Keep our NHS Public), Geoffrey Makin, Irfan Malik, Amanda Roberts, Mary Simpson, Val Sullivan, Pat Tomlinson, Ian Trimble, Pam Ward.

Minutes:

Tracie Baker of Patient Experiences, who is responsible for patient and public engagement within the Clinical Commissioning Group of NHS Nottingham City, returned to listen to our views about the after hours service. Mary distributed hard copies for those not able to follow the links distributed after the last meeting by email. *Current system* Ring up surgery after hours. Phone automatically go through to NHS direct who triage it, may be referred to NEMS (Nottingham Emergency Medical Services) who give you an appointment at Derby Road, after each appointment an electronic set of notes is sent to the surgery and is automatically there at the next surgery opening. The surgery can pre-prime NEMS if a particular patient is very ill and may call.

Discussed:

Initial phone handling Ideally would be someone who knows you. Reality is that the triage will be done by a non health person following a list of questions, but this can work very well.

Information available At the moment NEMS has access to the Summary Care Record (which has list of medications), in the future they may have access to Enhanced Care Records if the patient has given their consent. NEMS works for NHS but is a community enterprise. Discussion about the access of patient records by organisation outside NHS ensued. Having a nominated partner from the practice available for emergency doctor to contact was discussed. They cannot access living wills.

Accessibility Currently the drop off area is poor and the parking very limited. Some publicity about NEMS might be useful. Concern was expressed that the service should be accessible to hard to reach or isolated patients.

Scheduling Busy periods and peak demands should be better anticipated.

Ambiance Shabby and dark.

Pharmacy Pharmacy on site, open when NEMS is, would be very useful.

Expertise Currently staffed by local doctors in whom the practice has utmost confidence. Takes time for patient to trust the HCP though.

It would be interesting to hear what existing users feedback. An interim report on the consultation is not possible to timescales.

Any other business:

- Anonamised patient records for use of research
- Patient Experience Maps (part of Equality Delivery System)
- Although Nottingham is part of a pilot scheme whereby you can choose a doctor near where you work, this practice is not participating
- All GPs now have a responsibility to promote public health at every consultation
- 98% of GPs participating in their Royal College's poll, want the proposed Health Bill scrapped.
- Bevan's run: <http://www.facebook.com/pages/Bevans-Run/245589035507688> to publicise the campaign not to privatise the NHS

Next Meetings:

- Wednesday 8th February 6.30pm when we will be talking about mental health services (visit <http://www.nottinghamshirehealthcare.nhs.uk/> to see the services on offer)

Minutes taken by: Amanda Roberts