

## **PRG Meeting Minutes**

### **Thursday 31 July 2014**

Attended: Dr C Clyde, Jacqui Coleman, Sam Chappelow, Lisa Whitehouse, BM, KC, KO'N, Mr & Mrs N, KS

Everyone welcomed by Dr Clyde and staff introductions were made.

#### 1. Flu

The flu clinics are running on 6,7 and 13 October. Under 65s at risk are to be offered early morning and late evening appointments due to work commitments. It has been decided due to the low uptake on a Saturday morning we won't be opening this year.

All updates on patients will be done in flu appointments eg BP weight. Over 65s will also be offered pneumonia vaccination.

Shingles vaccine was discussed and this is offered to 70-71 and 78-79 age groups. If you are not between those ages you will receive a catch up when you do reach qualified age. However the age changes each year.

#### 2. Allocated GP

Any patient over 75 should have received a letter stating that they are allocated a GP which will be Dr Clyde. Mr & Mrs N have received theirs and found it very comforting and also the fact they received one each instead of a joint letter was well received.

#### 3. Locums

At yet a permanent GP hasn't been found to replace Dr Guttoor however Dr Rose is going to cover Tuesdays and a Dr Woods (new) will be covering on a Friday from September. Patients were happy as continuity is needed.

#### 4. Suggestion Box

A suggestion was left in the box stating a problem with confidentiality in reception. Assurance was given that if a patient wanted to discuss a private matter then accommodation would be made to take them into an unused room if available. It was also suggested that we display the privacy notice in plain view.

#### 5. Confidentiality

Patients were made aware that unless they have stated previously that they give permission for their spouse, daughter mother etc to have information regarding their medical notes this will not be disclosed. A simple phone call would suffice from the patient to give permission and this will be entered onto the patients screen for future reference.

## 6. AOB

Mr M suggested that a Medication review to be done more frequently with the patient present if possible. Also to discuss with patients the purpose of the medication being prescribed.

Yellow card system was explained and if anyone had a complaint or a positive comment to let the GP/nurse know in the consultation and this would be completed.

Data sharing – patient read in newspaper that insurance companies were getting access to patients notes. We assured him that this was not something we were aware of and that HSCSC does not come into affect until possible Autum. Patients have the right to opt out if they choose.

Edsm was discussed and explained that this was only for healthcare professionals. Dr Clyde briefly discussed Leeds care Record more information will be given when the surgery have finished their training scheduled for September.

Mr O’N and KS discussed the PRG networking groups and suggested other might find it interesting. They suggested Practice Manger to go but I informed them we have been told staff are not attend as this is for patients only.

Mr’ON asked us to explain what INT was.

At the network meeting KS informed us of a new scheme to stream line A&E attendances hoping to cut waiting times.

The Family Doctors, Austhorpe, New