

We were pleased to welcome as guest speaker at last month's meeting, Jan Sharman, a patient representative from the Jenner practice in Whittlesey on the Borderline Patient Forum. She gave a very entertaining and informative talk about 'Managing your Medicines' drawing on her vast experience during a career in pharmacy. There was an amusing and concise power point presentation highlighting the various pitfalls patients fall into when taking prescribed medicine and also how many foods have a bearing on effectiveness of drugs, some of which can be very detrimental. Jan passed on much advice and help for those taking commonly prescribed items to maximize the positive aspects and minimize possible side effects.

Dr Takhar reported that the practice are currently changing their online computer system from EMIS to SystmOne/SystmOnline and that the old service will be terminated shortly. Several concerns from the floor regarding security of patient data were alleviated by confirmation that all records are held in a secure central location and not divulged without patient permission. Appointments are now being made using the new system and all practice staff have received full training which has been funded by the NHS.

The successful bidder for the Older Peoples Programme has been announced – United Care Partnership – who will take over on 1st April 2015. Dr Nally has been appointed deputy chairperson of the Borderline LCG, thus giving the practice firsthand involvement with discussions and decision making.

A new form was circulated – The NHS Friends & Family Test – produced by NHS England to be launched on 1st December to obtain feedback on patient experience when visiting their practice. Results will be submitted monthly to NHS England and will be used by practices to improve their service, based on the three main elements highlighted by patients requiring attention. It was agreed that if forms are only placed in reception, very few patients will take the trouble to fill them in – the suggestion was made that doctors and nurses should perhaps hand the form to a patient when they leave their room, although this could result in their allotted time running over as the doctor/nurse might have to explain the format. To this end, further details about the new questionnaire will appear in next month's report

The social group do not meet in December but look forward to their post Xmas lunch in January.

Wendy Spencer

(398 words)