







ACTION POINTS FROM THE PATIENT EXPERIENCE AND INVOLVEMENT GROUP 22.03.2017

Action No.	Due From:	Action Required:	Required by:	Completed:	Outcome:
1.	Paul Steele	Geoff queried the word “neurology” therefore the Engagement Lead will feed this information back to the leads to simplify in a way we can understand.	April 2017		Met with Rachel Jones and are reviewing the assurance document to ensure appropriate language is used.
2.	Paul Steele/Jenna Matthews	Healthwatch receiving a number of calls from patients regarding third party ordering querying if it applies to them and getting mixed messages (speak to GP or CCG). Paul/Jenna to contact medicines management and chase this up for the next meeting.	April 2017		All issues regarding third party ordering have been fed back to medicines management team who are currently working closely with practices involved in pilot.
3.	Paul Steele	Paul to send Healthwatch an updated press statement for the Falls Response Car to put in their Newsletter	April 2017		Further discussions taking place in CCG looking at how to progress this programme
4.	Paul Steele/Jenna Matthews	Geoff Almond believes it is an issue (third party ordering) especially when looking at the Healthwatch Update as prescriptions are not ready and there is a long wait. Geoff raised an issue as third party ordering may make the process even longer which may confuse the older population. Paul/Jenna to feed these comments/issues back to Medicines Management.	April 2017		Fed back to medicines management
5.	Paul Steele	Paul to find the list of care homes who are involved within the care home telemedicine project.	April 2017		

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6.	Paul Steele/Jenna Matthews	Liaise with Rachel Jones regarding the possibility for representatives such as those at the Carers Centre etc to attend future meetings.	April 2017		Discussions taking place on how to take this forward.
7.	Melissa Halligan	Melissa to send Jenna the link to the online survey for the library consultation which can be circulated to the PEIG.	April 2017		Melissa has sent the link to Jenna and has been circulated with the PEIG papers for April
8.	Jayne Parkinson-Loftus	Jayne to find out the name of the Practice that had the lack of awareness regarding "Do not resuscitate"	April 2017		Hollybank Surgery in Atlas St where the GP referred the lady to the CAB after requesting a DNAR as she has a pacemaker fitted for heart problems. After signposting her back to the GP she received the DNAR form without any problem. Apparently the GP was so taken aback as he has only ever had requests from people in care homes rather than someone walking in off the street.