

present time. Dr. Kumar said this would mean the patient would not physically have a prescription. Mr. Grant asked if this would replace the repeat prescription service and it was confirmed it would not. Christine pointed out the advantage to, for example, commuters who could nominate a chemist in London. Patients can now access their medical history summary. Mr. Grant felt that eventually with new technology it might be helpful if when on holiday a patients medical history could be contained on a USB stick. TW mentioned that 'My Health Space' was set up a while ago for patients to store health information but encrypted technology meant that this particular option had now virtually come to a halt. Christine said that initially the summary care record was going to provide a solution to sharing patient information.

New Telephone System. Both Dr. Kumar and Christine were disappointed with the patients reaction to the new telephone system. More complaints had been received about the landline than the old 0844 number. The Group agreed this was very disappointing as the patient survey pointed to a high percentage of dissatisfaction with the 0844 number.

This led to a more general topic of complaints. Dr. Kumar confirmed that any complaints received were dealt with in accordance with the NHS complaints procedure.

Dr. Nelstrop and Christine were responsible for this at Birchwood. There were complaints re availability of appointments but Christine wanted to get the message over that if a patient needed to be seen on a day with few appointments they need to make that clear to the receptionist so that a message could go directly to the doctor for them to deal with.

Dr. Kumar mentioned the abuse of staff members which was of concern at the present time. The Group agreed this was totally unacceptable.

**BIRCHWOOD
CAMPAIGN**

Stella gave an update on where we were now. To summarise: Two other practices from East Surrey were now involved. Since our last meeting the ESCCG has been informed that for 2015/6 their allocation has gone up from £1.039 to £1.074 which would appear to put them on a more level playing field with other CCGs. So

<p>ESCCG Report from Richard Wilcox</p>	<p>the next stage to the campaign, in agreement with the other two practices, would be to write to Simon Stevens (CEO NHS England). Stella gained the permission of the Group to sign this letter on their behalf.</p> <p>Richard began by informing the meeting that the new Chair of the East Surrey CCG was going to be Dr. Kumar and Richard felt that he had done extremely well to be chosen for this position and was deserved. Dr. Kumar felt that there had been more changes in the NHS during the last five years than since the NHS started 55 years ago and we could expect more changes to come particularly in primary care and community care. Dr. Kumar will always put patients at the centre of care.</p> <p>Prime Minister's Challenge Fund: Dr. Kumar explained to the Group the background to this and outlined the East Surrey GPs bid. Even though the East Surrey GPs put a good case together the local doctors had unfortunately not succeeded in their bid which was disappointing. Lay member vacancy. Chris Burgess had now retired. Two lay positions would be advertised for the CCG.</p>	
<p>ANY OTHER BUSINESS</p>	<p>Stella said another newsletter was due and that perhaps a different layout may be needed after 3 years. Stella asked for any suggested articles. Suggestions were: The new telephone system, electronic prescribing and access to records, latest news on the campaign and Vijay's new appointment.</p>	
<p>DATE OF NEXT MEETING</p>	<p>15th June 2015 6.00pm for a 6.15pm start.</p>	