**MINUTES**

Patient Participation Group Meeting Wednesday 25th February 2015

* **Integrated Neighbourhood PPG’s**

The group discussed the need for Barnoldswick to be represented at any Integrated Neighbourhood PPG’s. In particular to encourage and maintain the connection with Airedale services and also to have the ability to request Airedale if going by emergency ambulance.

Dr Hare explained that for certain specialities, e.g. Musculoskeletal Service; cardiac rehab, patients don’t have a choice of Airedale. The Clinical Commissioning Group (CCG) may only commission the service with an East Lancsashire provider. It was commented that Andrew Stephenson, local MP, is very pro-active with regards to Airedale services.

* **Treatment Room Services**

Dr Hare explained that Barnoldswick Medical Centre (BMC) would not be able to provide treatment room services (suture/clip removal, ear syringing, dressings and wound/ulcer care) after the 6th April due to increasing demand and limited capacity. Treatment Room services are commissioned by the CCG and most areas in East Lancashire have dedicated Treatment Rooms staffed by specialist treatment room nurses. Barnoldswick has never had a Treatment Room; BMC has provided treatment room services on behalf of the CCG. Over several years BMC has been asking for a Treatment Room for **Barnoldswick patients in Barnoldswick.**

The PPG expressed their support and understanding of the reasons for BMC being unable to continue to provide treatment room services and they agreed that they needed to campaign for a Treatment Room for **Barnoldswick patients in Barnoldswick**. The Rainhall Centre was suggested as a possible location. The PPG would contact Andrew Stephenson, MP and David Whipp local councillor. Sara would send a letter to the CCG commissioners on behalf of the PPG expressing their concerns.

* **Medical Record Viewer**

Sara explained that patients signed up with Patient Access (online practice services) would now be able to view their medication and allergies and that in the future further information e.g. immunisations and test results would be able to be viewed online by patients themselves.

* **Friends and Family Test**

Since December practices have had to collect Friends and Family feedback from patients. This asks the question – how likely/unlikely are you to recommend your surgery to Family and Friends

* **Patients Survey**

The annual Patient Satisfaction Survey is being distributed to patients this week. Once results are collated a copy will be distributed to PPG members. This prompted a discussion regarding the waiting and reception area at the surgery. The Practice has long been aware of the problems and has looked at various solutions but funding for any improvements has always been an issue. A couple of suggestions were made: the possibility of a perspex screen to separate the queue for reception and the seated waiting area; removing some seating from the upper waiting area and utilising the side window of reception more. These ideas would be looked into.

* **Format of future meetings**

The group were happy to continue with the current format of PPG meetings, meeting three monthly and felt that currently there were enough members. It was decided that members would let Sara know prior to any meeting if they had anything to go on the agenda and that Sara would distribute the agenda before the meetings.

* **A.O.B**

A concern was expressed over some patients having difficulty when the brand of their tablets was changed. E.G. some were a different colour or size. Dr Hare explained that GPs have to prescribe generically and it is the Pharmacy who buys in and dispenses medication. She suggested that if patients had problems they should contact the pharmacy or their GP if they felt having their medication put in to blister packs would help.