**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 10th January 2017 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mike Martin (MM), Miss Vicky Greenwood (VG),

Later joined by Mrs Lindsey Smethurst (LS)

**In Attendance:**  Miss Caroline Butler (CB)

1. **Actions /Feedback from Previous Meeting**

There were no outstanding actions from the previous meeting.

1. **New Actions**

It was agreed that due to the low attendance we would reschedule the viewing of medical records to a later date to enable more group members to participate. It was noted that the numbers attending meetings was falling and it was suggested that we ask all group members if it was the day and time that was an issue and possibly look at changing this if needed. It was mentioned that a number of GP practices now had a virtual PPG, the members present felt that this was unfeasible and a “kop-out” and felt that face to face discussions with the practice was far better.

(MM) noted that there had been a lot in the press recently about the numbers attending A&E and in particularly the shortage of beds. (CB) informed the group that all GP’s had been asked to contact hospital consultants direct before sending patients to hospital to discuss if admission was needed or if alternative treatment was available.

(VG) asked how we were getting along with adding information for Carer’s to the website (CB) would speak to (CC) regarding this.

The new lay-out of reception with the cordoned off area for patients at the desk was agreed to be an improvement but was noted that some patients still cut through this area on the way out and may still need some minor changes.

1. **Any Other Business**

(MM) Said the PPGN would like any examples that we may have of any work completed with tangible results as a result of PPG meetings and to email them to either himself or Nathan Shelton. He also said that at the last PPGN meeting Healthwatch extended an open invitation to any practices that would like to learn more about them.

1. **Standing Agenda Items**

**Staff**

The practice is pleased to announce that we now have a new experienced practice nurse Mrs Alison Taylor who has filled the vacancy left by Karen Williams

**Prescription Message**

**Patient Suggestions**

1 - Extremely Likely - Comments: This is a very efficient practice with very competent and caring staff. Thank you for your service.

(MM) and (VG) both stated that they had not been asked to complete a friends and family test on their recent appointments. (CB) to remind all clinicians to hand forms out. (VG) said that form was not clear that it was for each encounter and that patients may think I’ve already filled out one in the past. (CB) to look at amending the form.

**The next meeting is Tuesday 21st February 2017 at Newton Drive Health Centre.**