**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 13th April 2015 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Linda Endicott (LE), Mrs Donna Jackson (DJ), Mr Terry Bennett (TB), Mr Mike Martin (MM), Miss Vicky Greenwood (VG)

**In attendance:**  Mr Chris Casey (CC), Practice Manager

Mrs Norma Halsall (NH), Assistant Practice Manager

Mrs Caroline Butler (CB), Administration Manager/APM

**Apologies:** Mrs Karen Harris (KH),

**1 Actions / Feedback from Previous Meeting**

Reception staff have been asked to promote the 650000 phone number so that patients understand this is the surgery phone number when receiving a phone call. An advertising notice has been added to the information screen in the waiting room and a notice will be put on the practice website.

The suggestion of a bell for reception has not been put in to place but the team have met to discuss the ongoing issues with long queues and waiting times at the front desk. Reception staff have been asked to notify the back office if there is a lengthy queue by sending a screen message through EMIS (the computer system). If the reception staff on the phones are free then they will come through to help clear the queue. Reception have also been reminded that if they remain short staffed to ask for help from the administration team. The practice will continue to monitor this situation and take further action if required.

**2 New Actions**

CC introduced CB to the group. Caroline is taking on a new role within the practice as Assistant Practice Manager in a job share due to NH reducing her hours. NH will now work 20 hours per week Wednesday – Friday. Caroline will step up to help with this change whilst continuing to manage the administration team.

CC produced the numbers of DNA’s over the last month – there has been no significant change to these and there was approximately 90 DNA’s for GP appointments. The DNA audit and letters stopped due to the high workload and no improvement. The practice now also sends out text message reminders so it was felt this work was no longer worthwhile. Any patients with frequent DNA’s are picked up ad hoc by members of the practice team and will be sent a warning letter. However, the ongoing concern is DNA’s by children. It is felt that children have no control over whether they attend and there may be safeguarding concerns where a child is not brought to an appointment. The practice wished to share its plans to manage these with the group to assess whether the measures where appropriate and acceptable. The practice will audit the appointments and notify the Health Visitors of any children under 5 – as they are involved in their ongoing care they may be able to link this information to any other ongoing safeguarding concerns. The practice will then contact the parents of children aged 5 – 11. (12 and above would be capable of having capacity to consent to their own treatment, so for Data Protection reasons we will not be contacting these patients.) This will help the practice ascertain the reason for the DNA’s and hope to promote health and wellbeing for the children as well as better attendance in the future.

NH asked the group what they thought about the upcoming National PPG Awareness campaign. It was felt that the practice should obtain literature regaring this and promote within the practice. However, the group felt the size of the PPG was adequate and that using the profile forms and referring patients to the group would be better than asking patients to sign up to being a full member.

The group felt that certain complaints and issues that the PPG are used to discussing could be referred to them. The group would then discuss the issues directly with the patient, hopefully gaining more understanding of the issues and it may help patients feel listened to as they are talking to a person (patient) in the same/similar position. In order to address the accessibility of the PPG it was felt that the group may need to change its name to something more appropriate. The practice’s recent audit showed that less than 1/3 patients had heard of or knew what the “PPG” was. **Action: This item will be added onto the agenda for discussion at the next meeting.**

**3 Standing Agenda Items**

Staff

Clare and Rachel have trained to be Phlebotomists. This will increase our blood clinic capacity and run Monday, Thursday, Friday.

Patient Suggestions

NH produced the results of the most recent Friends and Family Test received via the reception box.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely Likely | Likely | Neither likely or unlikely | Unlikely | Very Unlikely | Don’t Know |
| 10 | 4 | 1 | 1 | 1 | 0 |
| 59% | 23% | 6% | 6% | 6% |  |

It was felt that the F&F cards have received more comments and the practice will continue to use these to promote feedback. The practice should also publish these results. **Action: Practice to produce list of feedback – similar to the you said we did summary for the PPG Information Board.**

Prescription Message

BH Opening Hours and A&E Campaign.

**4 Any Other Business**

LE raised that Empowerment now host Healthwatch and the Patient Participation Group Newtork. Christina McKenzie-Townsend is now chair. The annual healthwatch end of year report is also being prepared.

Also LE updated the group on the MND annual general meeting which was held on 8th April.

**The next meeting was arranged for Monday 1st June 2015 - 18:00 at Newton Drive Health Centre**