**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 15th November 2016 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Terry Bennett (TB), Mike Martin (MM), Miss Vicky Greenwood (VG), Mrs Lindsey Smethurst (LS)

**In Attendance:** Chris Casey (CC), Miss Caroline Butler (CB)

**Apologies:** Mrs Linda Endicott (LE), Mrs Donna Jackson (DJ)

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

There were no outstanding actions from the previous meeting.

1. **New Actions**

CC welcomed LS to the group, it was good to have a new member on the group and this was result of the meet and greet that the group did at one of the flu clinics. CC will contact the other patients that were spoken to that day and send another reminder for the meeting in January to see if any other new patients may be interested in joining.

CC updated the group on the flu campaign and read the latest uptake figures. We are in a similar position to last year but feel the under 65 at risk group is behind where it should be. The practice is going to do a catch up clinic and ring patients to offer this last chance flu appointment.

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| --- | --- | --- | --- | --- |
| Flu Uptake Group | Number of eligible patients | Number of patients vaccinated | % of eligible population vaccinated | National or QOF Target |
| Over 65s | 1344 | 874 | 65% | 78% |
| Under 65 | 1065 | 399 | 37% | 55% |
|  |  |  |  |  |
| CHD | 279 | 184 | 66% | 96% |
| Stroke | 151 | 100 | 66% | 96% |
| Diabetes | 431 | 269 | 62% | 96% |
| COPD | 211 | 140 | 66% | 97% |

The group talked about patient access and detailed coded, raised from a query that VG had about her summary screen and the conditions listed. We found that some patients’ information may be incomplete and CB offered to look into this for them. We also had a discussion about clinical coding and that some codes had been added to patients’ records without them being informed. Some of these codes may have implications for things like insurance applications / claims. CC will investigate the coding with the GPs at the surgery at ascertain whether there is a process for patients who what to clarify or challenge these codes.

We also talked about medical records in general and the group thought it would be interesting and beneficial look at their own paper medical records. This could be done as a group at the next meeting but there needs to be an appreciation that the information is confidential and members may want to do this in private. We can organise another time to do this, or split up at the next session to go through your medical records. **Action: CC to check whether there would be any issue with this for the practice and members to let me know what their preference would be of how to proceed – UPDATE: The practice is happy for members to view their own records.**

The surgery has met with HBS pharmacy to plan our prescription workload over the Christmas period. The practice will start to produce double scripts for monthly orders from this week to prevent any problems for patients during the bank holidays over Christmas.

CC gave an overview of Enhanced Primary Care (EPC) – Enhanced Primary Care is an amalgamation of all the community nursing services e.g. Occupational Therapy, Physio, District Nurse, Community Matrons. Two new roles have been created too, the Care Coordinator and Health and Wellbeing Workers. This team is now more integrated within the neighbourhood group of practices – Marton Medical Practice, Layton Medical Centre and Grange Park Surgery. The practice meets with this team monthly and are now working more closely together. There is now one point of referral for all the community service, which makes referral more streamline for practices. The work is then delegated internally by ‘the HUB’ service. The long term view is that patients will be able to self-refer into these services.

This should be distinguished from the Extensive Care Service (ECS), which is mainly for patients with 2 chronic diseases or more, or multiple hospital admissions within a short space of time. ECS is a consultant led team of physicians who manage all of the patients’ health care needs once they are referred to the service by the practice. They are then kept within that service for up to 6 months to help them manage or improve their condition. They are then discharge back into primary care services.

1. **Any Other Business**

VG asked about information for Carers, she had to work hard to find the benefits she was entitled to and they are not always made clear to carers that they are available. If the practice could put this information on the website it would be really helpful to new carers. The practice could also work in conjunction with Citizens Advice and the Carers Association

1. **Standing Agenda Items**

**Staff**

We have two new receptionists – Laura and Frances.

Practice Nurse Karen Williams has left the practice and we are actively seeking a new Practice Nurse.

VG asked who another member of staff was that she had seen – he is the ophthalmologist who works at the health centre for the Ophthalmology service – Mr Hines.

**Prescription Message**

Flu Vaccine

Christmas Opening

**Patient Suggestions**

1 Extremely Likely and no comments this month.

TB noted that there had not been any F&FT slips out in reception for the last few weeks and that the box had moved – CC will sort this with Reception.

**The next meeting is Tuesday 10th January 2017 at Newton Drive Health Centre.**