**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 16th February 2015 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Linda Endicott (LE), Mrs Karen Harris (KH), Mrs Donna Jackson (DJ), Mr Terry Bennett (TB), Mr Mike Martin (MM)

**In attendance:**  Mrs Norma Halsall (NH), Assistant Practice Manager

 **Apologies:** Miss Vicky Greenwood (VG)

Mr Chris Casey (CC), Practice Manager

**1 Actions / Feedback from Previous Meeting**

NH reported that the telephone message had now been amended, and the system should no longer cut out when the queue length was full. The message will now say that the system is currently busy and ask patients to call back.

The lights in the car park have now been mended by the Landlords.

TB fed back that residential parking within the area had now been approved, and although no date had been finalised it was anticipated it may be in place by Easter 2015. It is not yet known if this will affect the whole of Bathurst Avenue, but it will certainly affect the end near the surgery. The practice is continuing to monitor parking pressures.

**2 New Actions**

The general practice assessment questionnaire was reviewed. Copies of this had been forwarded to PPG members prior to the meeting. The group was very pleased with the results of the questionnaire. Of the individual comments raised by patients, two of the most recurrent were with regard to GP appointments and venepuncture clinics. The practice is already taking action on both of these, as detailed in the Staff section of Standing Agenda Items.

LE/MM had raised questions from the PPG Network Group. CC had provided answers to some of the questions raised. Further clarification was given on the Memory Screening and a copy of the practice’s Repeat Prescribing Protocol was passed to LE.

NH raised an issue which had occurred a few times recently, where patients who had been on triage or had a telephone consultation booked had not answered the phone when called. When ringing the practice again about the call they had been expecting, the patients advised that as they had not recognised the number calling they had not answered the phone. The telephone number which will show is 6500… as it is part of the main hospital/nhs system. It was agreed to ‘advertise’ to patients that if they are expecting a call it will show up as 6500… this will be put on a notice within the waiting room, and also in the practice newsletter. Reception staff will also be asked to inform patients that this number will show when arranging telephone consultations. **NH to liaise with Reception Manager**.

The Practice Patient Participation Report is being completed to be submitted to the Lancashire Area Team demonstrating the work of the PPG, achievements made in the past year and ongoing work.

The PPG decided on the action plan areas, indicating that the area done and completed this year has been on improving telephone access and use of the system.

Two further areas identified for priority action – the first being Repeat Prescribing and avoiding waste medicines. This will be done both within the practice and also alongside the work currently being done by the PPG Network within the Blackpool area generally. The second area will be Patient Information, sharing practice information with both new and existing patients. The aim is to empower the patient to feel confident to ask if they have a query, knowing that they will be spoken to in a non-judgmental way.

A brief discussion also took place on the national PPG awareness week in June, and whether this would be an opportunity to raise the awareness of the PPG within the practice. **CC is to be asked to email a link to the website containing details of this week, together with ideas which have been used by other groups in previous years.** This will be followed up further at the next PPG meeting.

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 |
| 11 | 1 | 0 | 0 | 1 | 0 |
| 84% | 8% |  |  | 8% |  |

The group was once again pleased with the continuing positive results shown. Whilst the forms are anonymous, it was felt useful to add that if the patient would like a response they should put their name and phone number of the form. The practice can then respond to any individual comment/issue they have raised.

**3 Standing Agenda Items**

Staff

The practice has a new Locum GP who will be working at the practice every Wednesday from mid-March. It is also anticipated that whilst initially working one day these sessions will increase in number. These appointments will be alongside our current long-term locum Dr Ahmed, increasing the number of GP appointments available.

The practice has the opportunity to train two members of staff to be able to perform venepuncture. A member of the reception team and the admin team will be undertaking the training, being done under the University of Cumbria. This will comprise both internal training within the practice and also external training, and once qualified both will eventually hold additional blood clinics, once again increasing the number of available appointments.

Patient Suggestions

*There were no suggestions for discussion this time.*

Prescription Message

In readiness for Easter, opening hours for that period should be displayed on the prescription message. Also part of the repeat prescribing priority area is to ask patients if they need all their medications, and if not only order those that they need.

It was also requested that a note be added asking patients to advise their GP if they are taking any herbal remedies or complimentary medicines.

**4 Any Other Business**

The issue of a long queue at reception was mentioned, as only one receptionist had been on the main desk, and the patient being dealt with had numerous queries. Whilst it has been noted on previous occasions other staff had also attended the front desk to assist with a queue, on this occasion although three staff where in the rear reception area no-one assisted with the remaining queue. It is agreed that this is not acceptable to the patient or the practice. All staff are to be reminded of the need to be aware of the front desk being busy, and the ability to ask admin staff to provide assistance when reception staff are busy. **NH will liaise with the Reception Manager and will also liaise with CC next week with regards to the suggestion of installing a bell to the rear reception office.**

KH raised the issue of a recent patient experience of taking a supplement alongside prescribed medication, and the adverse effect that this had on the patient’s health. Neither the GP or patient’s pharmacist had asked, or knew, that the patient was taking a supplement. Both on learning of the supplement immediately told the patient to stop taking it due to the risks involved. The importance of the need to advise patients to tell their GP/Nurse and/or pharmacy of any herbal or complimentary medicines/supplements they are taking was agreed. Notices are to be put up within the waiting room, and a message attached to the rear prescription slip.

**The next meeting was arranged for 13th April - 18:00 at Newton Drive Health Centre**