**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 19th April 2016 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mrs Donna Jackson (DJ), Mr Terry Bennett (TB), Mr Mike Martin (MM)

Mrs Linda Endicott (LE)

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

**Apologies:** Mrs Karen Harris (KH), Miss Vicky Greenwood (VG)

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

Minutes from previous meeting are overdue and are to be sent out along with these minutes. The practice is continuing to research the indemnity and confidentiality issues involved with the online Q&A session. The practice did receive some deaf awareness training for all staff but a typetalk service is yet to be set up. There are no other updates or amendments from the previous minutes.

1. **New Actions**

The group discussed the meeting day, time and frequency. TB suggested a set rolling day e.g. the third Tuesday of the month but the group discussed that may limit flexibility to help members attend. It was agreed that dates planned further in advance however would be useful for most members. We decided that we would now book the next two meetings in advance to give 3 months’ notice on the date. The majority of the group were happy to attend on a Tuesday and keep to the same start time as 18:00. We will revisit this if members have problems being able to attend the meetings.

1. **Any Other Business**

DNA’s – the group discussed the recent newspaper publication regarding DNAs. CC said latest figures for Newton Drive are 8% for GP appointments and 9% for Nurse appointments. Unfortunately our figures were not submitted in time to be part of the article, however, the group would like to know how the figures compare to both local and national averages. The members agreed to take the information to the PPNG for further discussion.

(I can’t find the Blackpool Gazette link but there’s a link to the same article in Fleetwood today <http://www.fleetwoodtoday.co.uk/news/local/59-000-missed-appointments-at-gp-surgeries-1-7820273> - we had 175 DNAs in a month but it is difficult to compare without percentages as you don’t know how many appointments are on offer.)

DJ did state that calling the surgery to cancel an appointment can be time consuming as it can be difficult to get through on the phone lines. Would it be possible at all to make this easier? Another local surgery pays for a mobile phone contract to receive text messages but this may not be checked regularly enough to be practical. If you have patient access you can cancel appointments online.

CC gave a presentation to the group with included changes to our core GMS contract, enhanced services and possible services changes within the next 12 months. This included enhanced primary care and the extensivist service.

**4 Standing Agenda Items**

**Staff**

Two new members of reception team – Kimberlee and Larraine. Have settled well and both have previous practice experience. One more member of the team to join shortly – Jenni.

We are continuing to develop Clare as a HCA and will incorporate ear syringing as a practice service. Both phlebotomy clinics provided by Clare and Rachel will now be walk in clinics, we hope this will improve access for patients.

**Prescription Message**

Bank holiday dates, Named GP and outgoing phone number.

**Patient Suggestions**

7 Extremely likely F&FT, 2 with comments below;

*“Appointment was ‘on-time’ Professional service from Karen Williams. Front Desk: Jacqueline Johnson is exceptionally good. Helpful and personable and accurate.”*

*“Just to say thank-you very much to Dr Stuart Gall for the cortisone injection he gave me in my left wrist for tenosynitis. It worked within a day (pain was worse for a few hrs as predicted!!) It has given me total pain relief so far.”*

**The next meeting is Tuesday 31st May 18:00 at Newton Drive Health Centre.**

The following meeting will be on Tuesday 5th July 18:00.