**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 19th October 2015 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Terry Bennett (TB), Mrs Donna Jackson (DJ), Miss Vicky Greenwood (VG)

**In Attendance:** Chris Casey (CC) Practice Manager

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

Mrs Linda Endicott (LE)

Mr Mike Martin (MM)

Miss Caroline Butler (CB) Admin Manager / APM

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

Unfortunately no change to the practice’s triage times can be accommodated at present. This is due to administrative and visit duties during lunch hours. The practice is looking to implement a routine visit service on days where the practice does not have an acute visit listed for the day. The practice will audit our visit requests and see if we can implement a regular visit list. VG urged caution when giving patients enough notice of the visit, especially patients with Dementia etc who may need to coordinate a carer with the visit.

1. **New Actions**

The group discussed the changes to the Patient Participation group. In previous years it was an optional service that practices opted in to. Included in this was a requirement to have a patient survey. However, PPGs are now part of the core contract for practices and there are no prescriptive requirements for the function of the PPG. We asked whether the group felt the need to do another whole practice audit as in previous years. The group felt we had gained all we could from this process and that 12 months was too short a period to repeat the process. Instead the practice will focus its efforts on the Friends and Family Test and the PPG will review the status of the patient survey every year to determine whether a repeat run would be beneficial. Potentially every 3 years.

The practice currently has poor published results for the friends and family test. We haven’t had many patients complete it since our annual survey. Each bad result therefor has a disproportion effect on the results and reflects badly on the practice. The practice is going to actively encourage participation in the test and ask clinicians and reception to promote this. **Action: practice to implement literature across the practice to promote F&F T.**

VG did mention that the hospital trust now use a new questionnaire known as “I want great care” which feels like a much more appropriate question. There are no known plans for this test to be implemented in primary care, which was a few years behind the hospital trust in putting the plans in place for the friends and family test, so it may come in the future.

There have been several requests recently, including in previous minutes, to present better information for patients. The practice has suggested putting together a “How do I?” section of the website, like a frequently asked questions (FAQ) list. This could also be given to patients when they register. The group gave the following examples of what could be included in the how do I section;

* Order a fit to work note
* Book an appointment
* Request a prescription
* Access triage
* Order medical reports
* Register with the practice
* Register for online access
* Make a suggestion or comment

Changes to service – CC explained the recent changes to the Community Nursing teams. The areas that the staff cover have been changed from North, Central and South to groups of practices known as neighbourhoods. Newton Drive is part of the Central East neighbourhood, along with Marton Medical Practice, Layton Medical Centre and Grange Park Medical Centre. It contains approximately 25,000 patients. In an attempt to improve access to district nursing clinics a few are to be moved from Whitegate Health Centre to practices within this neighbourhood. The plan is then to allow patients to attend any of the clinic locations regardless of the practice they are registered with. There would be no change to the booking service as patients already contact a central booking system based at Whitegate Drive. The group agreed that this would be a positive change for the patients as it would improve access at more convenient locations.

CC asked for feedback on the recent prescription changes. TB has had some trouble with a pharmacy nomination that he was not aware of. The practice has been informed this has been an issue for some patients who have unknowingly set a particular pharmacy as their nominated pharmacy. However, the simplest solution is to go to their pharmacy of choice and ask to change their primary nomination. Other than this the feedback of the system was very good with several members being impressed with the efficiency of the service.

VG did point out that sometimes the online prescription requests with queries are not taken note of. CC will ask that staff are more aware of these queries.

1. **Any Other Business**

CC explained that the health centre has had problems with some of the children from the Pegasus school that has moved in next door. It is an education diversity school and the children have been causing a nuisance at the health centre in a variety of ways. TB offered to contact the local councillor and invited the police, school and health centre to the next Grange Park Community Partnership meeting.

TB gave a brief overview of the situation of the PPNG which is now being facilitated by the CCG at Blackpool Stadium.

**4 Standing Agenda Items**

**Staff**

The group realised that Dr Kalra and Dr Dimitrakos had not been introduced to the group. Dr Kalra is the practice’s new GP Registrar ST3, and Dr Dimitrakos is a locum GP who works every Wednesday. We also have a few new faces in reception that they may see over the coming months, Zoe, Charlotte and Suzanne. VG said Charlotte had been very polite and helpful despite her inexperience.

**Prescription Message**

Will continue to advertise flu clinics.

**Patient Suggestions**

There were no suggestions to read out this month.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely  Likely | Likely | Neither likely or unlikely | Unlikely | Very unlikely | Don’t know |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**The next meeting was arranged for Monday 30th November – 18.00 at Newton Drive Health Centre**