**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 21st February 2017 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Vicky Greenwood (VG), Mrs Lindsey Smethurst (LS)

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

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

There were no outstanding actions from the previous meeting.

1. **New Actions**

It was agreed that due to the low attendance we would reschedule the viewing of medical records to a later date to enable more group members to participate.

We discussed the information for carers now on the practice website. We have added to the “Are you a Carer?” page. We added the information that is provided by charities and NHS Choices, the practice will added tips and suggestions from other carers. The practice has been behind with identifying carers and work has been done to catch up and keep on top of this. UPDATE: this has now been actioned and is working regularly again.

Phone Message – we discussed the phone message that plays when first calling the surgery by telephone. Other surgeries have recently incorporated a message from a lead GP to explain why we may ask for personal details of the reason for contacting the GP. This has apparently helped them introduce a triage system to manage their workload and appointment systems. After discussion we felt that the patients at the practice as used to the triage system and the patients who do not want to go into detail about their problems should be respected, those numbers are few, and the group was keen not to extend the welcome message to be any longer than it currently is. Patients want to be able to speak to someone and not be stuck on the phone waiting. We decided we would not introduce this.

We talked about the numbers attending PPG meetings and that we felt that we could still do with recruiting new members. VG suggested another meet and greet session as we did manage to successfully recruit LS to the group following that.

1. **Any Other Business**

N/A

1. **Standing Agenda Items**

**Staff**

Dr Dimitrakos has now left the practice as a locum GP in order to take up a position at North Shore Surgery.

We have a new registrar (trainee ST3 GP) – Dr Ahmed Tarish.

**Prescription Message**

N/A

**Patient Suggestions**

1 Extremely Likely - Comments: Very good service 50 out of 50.

2 Extremely Likely – Comments: This is a very efficient practice with very competent and caring staff.

1. Neither likely or unlikely
2. Extremely likely
3. Unlikely – Comments: you need to have open surgery no appt needed – *the group felt this would be a step backwards given such high demand and the requirement to triage patients appropriately.*
4. Extremely Likely – Comments: I feel that all the doctors that I have seen in the years that I have been at this practice are good. Continue the good work ☺
5. Extremely likely
6. Extremely likely – Comments: very happy with the service the staff and doctors provide, very helpful
7. Extremely likely – Comments: Dr S Gall, Well diagnosed and I was handled in sympathetic and proactive manner. Not all GPs have the same commitment. This is a no-fuss GP who just delivers. Please commend and share my comments with Dr Gall.
8. Extremely likely
9. Extremely likely – Comments: Healthcare Assistant Clare for “OAP/MOT” review, she was excellent. Good ‘bedside’ manner but workmanlike and professional. Please commend her. She’s a ‘credit’ to NDHC.

The FFT test form has been amended as per the previous meeting.

**The next meeting is Tuesday 4th April 2017 at Newton Drive Health Centre.**