**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 23rd August 2016 – 18.00 – Library, Newton Drive Health Centre**

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

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

**Apologies:** Miss Vicky Greenwood (VG), Mrs Linda Endicott (LE)

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

There were no outstanding actions from the previous meeting. CC apologised for being behind with sending out the minutes of the previous meeting and agenda for this evening.

1. **New Actions**

CC asked the group whether they had been contacted by the CQC inspector. DJ said she had spoken to them and talked about the PPG group and the practice and how she felt these processes worked. The feedback from the CQC was very positive about our Patient Participation Group and our patient feedback in general. CC gave an overview of how the inspection worked on the day including the CQC inspector, a GP Specialist Advisor and a Practice Manager Specialist Advisor. The group also discussed the brief feedback the practice received at the end of the inspection day. The practice is still awaiting a draft report before it is officially released.

* There is an effective system for reporting and recording significant events
* The clinical audits we looked at demonstrated that improvements were identified, implemented and monitored
* The patients we spoke to, and CQC comment cards collected told us patients were treated with compassion, dignity and respect
* We found complaints are handled in accordance with regulations and dealt with in a timely manner and with openness and transparency
* Staff told us they felt respected, valued and supported
* Regular team meetings are held, staff feel involved in decisions about the practice
* Staff were knowledgeable about safeguarding however nurses and two GPs were only trained to level 1
* Personal information could be heard in the patient waiting area
* We saw evidence of reviews of practice processes based on patient feedback leading to improvements e.g. access and flu clinics
* Not all correspondence was viewed by a GP with no documented guidance i.e. workflow
* CQC requested clarification on the mandatory training status of the staff

The group discussed the feedback in detail and felt that there were no immediate actions required. Overall the day was positive and the practice is waiting to find out its rating. This will be forwarded to the group as soon as it is available.

CC asked if the group had any topics or areas that they would like to survey. We decided to defer the subject until after the CQC report had been published as there may be subjects in the report that we wish to investigate further with a targeted survey.

MM asked if the practice routinely offers eye tests or checks when patients last received one. This had been part of a discussion at the PPG Network meeting. The practice will offer this under certain chronic disease reviews but wouldn’t routinely do so whilst seeing patients. The CCG commission separate optician and ophthalmology services for this that we would refer to or recommend patients attend.

CC asked if the group had any process that they would like to review due to a complaint or issue they may have come across. DJ asked if we could look into patient access for children (anyone under 16). The practice had recently updated this process but this had not been advertised to patients. It would make ordering prescriptions and making appointments a lot easier for parents. There are no restrictions on age for the patient access, children under 12 can be registered by a parent, children aged 11 – 15 can register themselves if deemed Gillick competent but can sign over consent to their parent or guardian. This process is done via the administration team. **Action: The practice will ensure this process is working and advertise the fact parents can register**

The practice has also been reviewing the process for DS1500’s and found that there were improvements that could be made. We are also going to be reviewing our Cryotherapy service as it is likely we are going to have to reduce the criteria for the in house Cryotherapy service. MM said he would ask the PPG network group about Cryotherapy services across Blackpool as there is a concern that this falls under the Procedure of Limited Clinical Value umbrella.

1. **Any Other Business**

CC informed the group that KH would no longer be a member of the PPG as she has left the practice.

The group discussed flu clinics and felt it may be worthwhile holding an ‘open evening’ or a ‘meet and greet’ type event during a flu clinic on late opening. The next meeting was booked with this in mind. We may just spend the time meeting patients rather than have a formal meeting and the group is invited to come in and discuss the PPG with other patients.

MM requested any information that the practice may have on DNAs. The network group are still working on this and if any work has been done or any figures please could CC send them through to MM or NS (Communications, CCG). CC said he could send the latest figures, any meeting minutes regarding the DNA actions, particularly the under 5 DNA notifications to the Health Visitors.

1. **Standing Agenda Items**

**Staff**

We have had one of our receptionists leave, Charlotte. We are actively recruiting a replacement.

**Prescription Message**

PPG invite new members.

**Patient Suggestions**

8 Extremely likely F&FT, 5 with comments below ;

*“Accurate questions and the issue was dealt with in a professional manner”*

*“Very helpful had a lot of time for me to talk to her”*

*“Each time I had had to see a doctor I was treated very well and professionally”*

*“Excellent systems, caring & attentive reception fantastic senior partner”*

*“Perfect as always”*

**The next meeting is Tuesday 4th October 18.00 at Newton Drive Health Centre**

**This may not be a formal meeting but allow additional time for the ‘meet and greet’**

**Proposed meeting date for 15th November 18.00 at Newton Drive Health Centre**

**This would be six weeks from the 4th October and would be the next formal meeting.**