**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

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

**Present:** Miss Vicky Greenwood (VG), Mrs Donna Jackson (DJ)

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

**Apologies:** Mrs Karen Harris (KH), Mr Terry Bennett (TB)

Mr Mike Martin (MM) Mrs Linda Endicott (LE)

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

Actions from the previous meeting have been completed. Update regarding the annual one stop check, circulated the amended letters. The letters are now much clearer in terms of the annual health check process and the consequence to prescribing medication to patients who do not attend. VG recommended adding in a section/phrase that states, please do not ignore this letter.

1. **New Actions**

The group recapped the actions / outcomes of the group over the last 12 months these items included;

* Advertising the 650001 phone number
* The How do I? webpage
* Repeat / Waste Prescriptions in conjunction with the CCG and PPNG
* Closure of the prescription line
* Raise awareness of taking supplements and interaction with medications
* DNA’s for under 5’s – this has stopped but will restart with new HVs
* Updated our patient information letter
* Implemented EPS
* Solved problems with children from Pegasus School
* Implemented a policy for lateness at appointments
* Promoted F&FT

The group discussed the trial of the secure patient messaging system within Patient Access. There were a few problems with the system. You cannot currently use punctuation and there was no facility to follow the conversation from within the Patient Access view to see previous messages. The system may be useful to certain groups of patients such as deaf or patients where English is not their first language. The practice will monitor the developments of the system and look to implement it later in 2016.

The practice recently undertook deaf awareness training for all staff following discussion with the PPG about our deaf patients. The training was informative and helped staff appreciate some of the difficulties it can pose.

There is still no type talk service available. **Action: The practice will look into setting up this service.**

CC presented the idea of an online Q&A session. This would be a live web chat / forum where patients could ask relatively straight forward questions about their health. There are problems to overcome regarding insurance and confidentiality that the practice will work on to solve. A targeted approach to a particular topic would be beneficial. The programme would have to be well advertised and best to be accessible to those at work at tea time. We need to plan how this would work in practice but the idea was well received. **Action: practice to investigate solutions to indemnity and confidentiality.**

It was suggested that the practice could survey patients beforehand to test participation and to help choose a topic.

1. **Any Other Business**

VG asked re giving out of the 650001 phone number to patients. It doesn’t seem to be happening and would be useful if patients knew this prior to receiving a phone call. **Action: practice to remind reception staff to inform patients.**

**4 Standing Agenda Items**

**Staff**

Staff update – SM has left the practice and we are currently looking for a replacement.

**Prescription Message**

Easter opening hours.

**Patient Suggestions**

No FFT test to read out. Will carry forward to next meeting.

**The next meeting was tbc at Newton Drive Health Centre. (Tuesday 19th April 2016 – 18:00)**