**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 24th June 2014 - 18:00 - Library, Newton Drive Health Centre**

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

Terry Bennett (TB), Mrs Karen Harris (KH), Mrs Susan Barker (SB)

**In attendance:**  Mr Chris Casey (CC), Practice Manager

Mrs Norma Halsall (NH), Assistant Practice Manager

**1 Actions / Feedback from Previous Meeting**

CC provided an update on the bin, the landlords were reluctant to allow installation of a bin, and they would not want the bin affixed to the wall where we had suggested. They instead recommended asking the pharmacy if they would consider placing a bin in their waiting area to encourage patients to leave the rubbish in the pharmacy.

The practice has sourced guidance on running a social medial account but we had concerns over the commitment we could offer to this at the time. VG suggested using Twitter as an information board for one way communication, this would need less input and solve some other issues in terms of responding to posts.

Two of the 20 or so practice in Blackpool currently use the NHS logo for branding purposes. Many including our own do have NHS branded advertising campaigns on their websites. It is not something that the practice will be looking to introduce.

The barriers for the patient waiting area were to cost too much for trial purposes over £500. VG suggested hiring them / loaning them to see if it works.

A guidance script has been devised for reception staff which will include asking patient if they are happy with blood results with the offer of a follow up appointment if they aren’t.

**2 New Actions**

The group discussed the member profile forms VG felt that the form in its current format wasn’t working as intended and wasn’t picking up the right information. LE felt that the explanation of what the form is and why we are asking for the information needs to be clearer. There are too many closed specific questions, the group the questions should be more general and provide people the opportunity to offer information based on examples. **Action: NH will revise the form and redistribute for comments.**

DNA’s are still a problem and are occurring as they did when the practice ran the DNA audit. VG suggested that patient should receive a phone call if they DNA an appointment and that the practice should seek to take action against patients who are known frequent DNA. The practice will run an audit over the next 6 weeks to find some more information. From the last audit and recent anecdotal evidence it suggests the routine appointments, booked 3-4 weeks in advance are the worst attended. The group advised against restricting access to these appointments. **Action: Practice to audit and feedback.**

In keeping with the idea of the member profiles and asking for feedback on relevant topics CC asked if anyone had experience of Chaperones or Community Nursing. The feedback regarding chaperones was positive. They were used appropriately and they felt that the information was advertise well enough for patient to see it. SB had some feedback regarding Community Nursing and said one of the nurses was unable to do a dressing due to blood pressure reasons and that the patient had to attend the practice instead. The practice wanted feedback on the above as there has been a recent training event for Chaperones and wanted to check how patient found the service. The Community nursing team is been restructured in the near future and the practice is keen to gather information on current services to use for shaping the community teams for neighbourhood practices. LE also mentioned that the location of services should be carefully planned due to transport issues.

**3 Standing Agenda Items**

Staff

The practice will be advertising for new reception members shortly. Debbie – the prescriptions clerk will be moving into administration. It is envisaged that all reception staff will cover the prescription clerk role on a rotational basis. Training has already begun for this.

Patient Suggestions

The suggestion box will be moved this month to encourage more submissions.

Prescription Message

As above.

**4 Any Other Business**

KH raised an issue in relation to the walk-in blood clinic. The patient was encouraged to attended the walkin clinic with Mary rather than book an appointment. It is better for patients that work in particular to be able to book an appointment rather than wait at the drop it. It is the intention that patient can make their own choice whether to book or use the drop in service. Reception team will be reminded of this.

**The next meeting was arranged for Monday 4th August - 18:00 at Newton Drive Health Centre**