**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 28th July 2014 - 18:00 - Library, Newton Drive Health Centre**

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

Mrs Linda Endicott (LE), Terry Bennett (TB) & Mike Martin (MM)

**In attendance:**  Mrs Norma Halsall (NH), Assistant Practice Manager

Mrs Helen Cullen (HC) , Nurse Practitioner

**Apologies:** Mr Chris Casey (CC), Practice Manager & Mrs Karen Harris (KH)

**1 Actions / Feedback from Previous Meeting**

NH confirmed that the revised member profile forms had been re-circulated in respect of encouraging/inviting other patients to express an interest in attending occasional meetings and giving feedback from a service users perspective in areas which directly concerned them, and the group felt this was now ready to be offered to other patients as well as new members to the PPG. In addition the notice for the PPG board in the waiting room was approved, inviting other patients to express their interest.

NH also confirmed that the practice is continuing to do work on the rate of DNAs at the practice.

It was pointed out that patients are not being contacted every time that there is a requested medication item which the practice is not able to prescribe, as should be the case.

**Action: NH to speak to the Reception Manager to ask that all staff are reminded that this should be done in all cases, even when other items requested have been prescribed.**

**2 New Actions**

The group discussed the resignation received from a member of the group who had attended the previous two meetings. The group agreed that whilst this was disappointing it is appreciated that being a permanent member of a group such as the PPG is not something which is of interest to everyone. The need to ensure all new members are aware of the purpose of the group was agreed on, and all patients are welcome to attend a meeting, made up of regular patients and practice management representation, prior to committing to joining the group on a more permanent basis.

Helen Cullen, the practice’s Nurse Practitioner, explained her role within the practice and how this has developed over a number of years, including the morning triage session which she carries out alongside the morning GP triage. Helen explained the type of conditions she is able to deal with and prescribe for, and that she always has access available to a GP should the need arise. She also explained the role of the Practice Nurses and how this fits within the practice, particularly with regard to chronic disease monitoring.

The question was raised regarding a patient who had been unable to have a blood test taken at a late night Practice Nurse appointment. It was explained that this was due to the last collection from BVH Path Lab being around 6pm, and blood samples not being suitable for overnight storage at the practice. For patients within these clinics a blood test form, where appropriate, would be supplied at that appointment or a further appointment booked for a later date.

NH explained that it was necessary to begin preparation for the next Patient Questionnaire. The previous two years the practice has retained the same questionnaire, so that we were able to get a like-on-like comparable. It was felt this year that perhaps the questions asked of patients should be changed, and the questionnaire be used to discover what patients knew about the practice, what they were unaware of so that the practice is able to better promote those services, and whether there was something we could focus on changing which would be beneficial to all patients. It was suggested including on the form things which had been changed as a result of previous questionnaire feedback.

**Action: NH & CC are to issue a draft questionnaire to members of the PPG with suggested questions. These will then be discussed further and amended/added to as necessary at the next PPG meeting.**

**3 Standing Agenda Items**

Staff

No changes have been made since the previous meeting

Patient Suggestions

Several suggestions/comments were received this month:-

1. All prescriptions are to be signed, printed and sorted asap every moment of every day by a GP.

This is not realistic within the workings of general practice. To have a GP dealing with prescriptions in this manner would reduce the number of GP appointments available.

1. To stop no show appointments go back to the old system of turn up and wait to see a Doctor – solved.

The practice has reduced the number of pre-bookable appointments several weeks in advance, as these were proving to be amongst those most not attended. However as a practice with over 8,000 patients, and with the ever increasing appointment demand, it is not practical to simply ask patients to turn up to see a Doctor. The daily triage system works well for the practice and we are able to identify those who most urgently need to be seen, which would not be the case if everyone simply turned up.

1. Called ahead for an appointment to say I may be late. I was told I would be okay if I wasn’t too late. I arrived 5 minutes after my appointment time and waited another 5 minutes for the receptionist to finish a phone call. I was then told I was put down as a ‘non attender’ and couldn’t be seen. Terrible communication and mis-informed. Disappointed.

This should not have happened and an apology has been given to the patient. All staff have been reminded of the need for good communication so that this type of incident does not happen again.

Prescription Message

This is currently asking for interest from 18-30 year old patients to join the PPG.

**4 Any Other Business**

MM gave some feedback from Blackpool PPG network, and asked if this could be added as a standing agenda item. Whilst not all issues discussed at the network meeting are relevant to the practice PPG those items which are will be fed back to the group.

**The next meeting was arranged for Monday 22nd September - 18:00 at Newton Drive Health Centre**