**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 30th November 2015 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Terry Bennett (TB), Mr Mike Martin (MM), Miss Vicky Greenwood (VG)

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

**Apologies:** Mrs Karen Harris (KH)

Mrs Linda Endicott (LE)

Mrs Donna Jackson (DJ)

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

Only action from the last meeting was for the practice to promote the Friends and Family Test. We have now produced our own literature on yellow paper and put these in clinicians rooms for them to give our following a consultation. We have also asked reception to actively promote the F&FT. We hope these changes will have a positive impact on the number of forms being completed as reflected in the numbers for submission below.

1. **New Actions**

CC took the group on a tour of the building. This lasted approximately 20 minutes and the group was shown each area with a brief explanation of the rooms’ uses and the members of staff that use them. If any of the group members who were unable to attend the meeting tonight, would like to have a tour of the building, please contact CC or CB directly and we can arrange to show you around at another convenient time.

CC produced a printed out version of the new How Do I? page on the practice website. All the information has been put together and there were no further suggestions of information that needed to be added. As things crop up in the future this page can be edited to reflect any new items that we may need to communication information to patients about.

MM suggested that there was possibly too much information within the Medical Reports information leaflet, particularly around CCTV. **Action: UPDATE – I have checked the leaflet and the CCTV information is part of the data protection information. It may not seem particularly relevant at first but its part of information patients / public that they have been recorded on CCTV and how / who can access these as the data is confidential. Also, we have had several requests for access to the CCTV imagery from patients – in particular relation to car park incidents for insurance purposes. However, we cannot provide any information where this may cause the release of confidential information, which includes confirming a person is a registered patient or not.**

VG suggested that if there was any way for the website to allow us to ‘collapse’ the text within this page it may make it more user friendly. It would work by clicking the relevant section and then the explanation text becomes visible. TB suggested there may be a way to do this. **Action: CC to work with website producer to see if this is a possibility.**

UPDATE – I forgot to mention at the meeting. We have added ‘Google Translate’ to our website. This means it can be translated into most world-wide languages at the click of a button. I think this will help our foreign patients access information about the practice and allow us to communicate news to them through the website.

1. **Any Other Business**

The group talked about the flu campaign and were interested to know whether the community pharmacy activity has had any impact on the practice’s flu campaign. **Action: CC to bring the practice’s flu campaign data to the next meeting, including the number of patients who have had their flu vaccination at a pharmacy.**

CC gave an overview of some of the changes to local prescribing guidance, in particular relation to Gluten free products, Bath Emollients and Pregabalin. The practice has already contacted most of the affected patients to update them of the situation. Blackpool CCG has released new guidance restricting the prescribing of certain medications.

VG mentioned the bing bong – patient call in screen – Is quiet. **Action: CC to contact IT services to resolve but there have been a few problems with the system in recent weeks.**

TB handed out the events calendar produced by Jonathon Bridge at Blackpool CCG. The practice will use this to plan promotional material. Thank you.

Also circulated were the minutes from the latest PPG Network Group meeting who are currently seeking nominations for a chair person.

There was also a general suggestion to move the PPG meetings to Tuesday evening to coincide again with the practice’s late opening night. It was felt this would be more practical and easier for the practice. We can continue with the Monday meetings but it would be appreciated if we could move to Tuesday. Those present were happy to move to a Tuesday meeting but felt it would need agreement from all members and did not want to change it if it would have a significant impact on an individual members ability to attend meetings. **The next meeting was booked for a TUESDAY evening, depending on the outcome of discussion with other members. If not possible we will meet on the Monday of the same week. Action: CC to contact remaining members to check availability.**

**4 Standing Agenda Items**

**Staff**

Suzanne has joined the reception team and is due to start as part time from January 2016 but is currently training and covering shifts.

**Prescription Message**

Will advertise Christmas Opening hours and promote the Friends and Family Test.

**Patient Suggestions**

23 F&FT forms submitted this month – the group felt the comments were very good and that the negative one was not significant enough to require any further action at this stage as we have had previous discussion about appointment availability.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely  Likely | Likely | Neither likely or unlikely | Unlikely | Very unlikely | Don’t know |
| 19 | 2 | 1 |  | 1 |  |
| 83% | 9% | 4% |  | 4% |  |

Comments

* “I don’t know”
* “Appointment system is nothing short of appalling”
* “I have had nothing but help from all members of the staff in the 30 years I have been with the Practice”
* “Good doctor but usually a week or more before able to get an appointment”
* “Seen Dr Dimitrakos for the 1st time she is lovely and gets things done, highly recommend her.”
* “All I have dealt with have been helpful and obliging”
* “Reception staff are very helpful and kind especially the lady called Clare”
* “Staff very helpful and friendly”
* “I have been a patient since this practice opened on this site and have always received excellent and professional service. Thank you”
* “Lovely staff and friendly”
* “Everything is ok here”
* “Very caring and efficient practice”
* “I have a lot of medical problems and have a lot of medication – the staff and GPs are extremely helpful and sympathetic towards my situation – 5 stars to them all”
* “Always accommodating and can get appointment fairly quickly”
* “Very helpful and understanding”

**The next meeting was arranged for TUESDAY 12th January – 18.00 at Newton Drive Health Centre**