**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 3rd November 2014 - 18:00 - Library, Newton Drive Health Centre**

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

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

Mr Chris Casey (CC), Practice Manager

**Apologies:** Mrs Donna Jackson, Mrs Karen Harris

**1 Actions / Feedback from Previous Meeting**

The member profile form is to be sent to all current members so that it can be populated.

**2 New Actions**

There was discussion regarding the agenda items for our patient group. The majority of the group felt that we needed to focus on the practice’s own agenda so that we can prioritise the time we have as we only meet for an hour every six weeks. However, there is an appreciation of the work that goes on through the Patient Participation Group Network and sharing best practice and ideas with our local practices is a great benefit of this group. Newton Drive has good representation at those meetings and we felt that any important updates should be brought to our own group through any other business.

CC gave an update on the training and action that the practice has taken since the issue of test results was raised at previous meetings. It was felt that the information and the way in which the results were given out by staff could be improved. The practice held a training session which included definitions and explanations of all blood, urine and x-ray results. The means that the reception staff who give out these results have a greater appreciation of what they are and what the implications of each result may be for the patients. It was agreed that there were three categories of results, normal or abnormal, requiring no action or a follow up appointment respectively. However, a third category exists where results may be just out of normal range. The practice offers follow up appointments for these if the patient requires further explanation.

The Friends and Family test is now up and running – alongside the Patient Questionnaires in the reception area and there is also the option of submitting your Friends and Family test online via the Practice Website. Comments from the F&F test will be summarised and brought to the PPG for review.

CC circulated a screenshot of the options available on EMIS, the practice’s clinical computer software, for allowing access for patients to their own records. From 2015 practices have to allow online access to patients. This has to include, ordering medication and booking/cancelling appointments along with their medical summary but it can also include a range of other extended modules, such as test results, documents and consultation entries. After discussion the group felt it was best to give the basic level of access to all patients. The access can be increased on an individual basis, so that patients requesting it, or patients who it may be more beneficial to, e.g. patients monitoring a chronic disease through test results can have the relevant modules activated.

At the last meeting it was suggested that we looked at the telephone options available to patients when they ring the main surgery phone line. It was apparent from the discussions that patients were no aware of the Practice Secretaries role and what she could offer to patients in terms of information on their referrals and other administrative duties. The practice will include a brief description of her role in the new phone options.

The reason for changing the options were two fold, a large volume of calls are coming through in the morning, so an attempt is being made to shift the demand. One option is to ask patients to call after 1400 for their test results. We also felt that if patients selected the most appropriate department to speak to it was also reduce call waiting times. The practice read out a draft script for the phone message which was discussed and amended. It was felt it was too long and that anxious/unwell patients should not have to wait that long. The message to promote the practice website and online booking will be placed after the person has selected which option they require. There was a further request to look into whether the word agent could be changed to reception on the phone system as it may feel impersonal to patients, this will be looked into. **Action: The practice will take the recommendations of the group and have the IT department rerecord the telephone message.**

**3 Standing Agenda Items**

Staff

All staff sickness absence has ended and both the practice nurse and administration manager are back at work. No further staffing issues.

Patient Suggestions

*“Everybody very helpful”*

Prescription Message

This will be used to advertise the Christmas and New Year opening hours.

**4 Any Other Business**

MM gave an update of the progress of the PPGN. The group would like to discuss our flu uptake numbers so they can be fed back to the network group.

**The next meeting was arranged for 5th January 2015 - 18:00 at Newton Drive Health Centre**