**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 5th January 2015 - 18:00 - Library, Newton Drive Health Centre**

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

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

Mr Chris Casey (CC), Practice Manager

**Apologies:** Mrs Karen Harris, Mrs Linda Endicott

**1 Actions / Feedback from Previous Meeting**

Apologies for late minutes of Novembers meeting, they were tabled at tonight’s meeting and will be forwarded along with these minutes.

The action to amend the telephone message has not yet been completed. The ebola message is now live however as was a priority. DJ raised concerns that the phone line capacity is still a problem and reports an error message when the queue is full. **Action: CC to contract head of IT services to resolve.**

MM & TB – parking is still an issue, update regarding the residential parking in the surrounding grange park area – seems highly unlikely that this will come into effect. However, the practice car park is under increased pressure and will have to take action if continues to worsen, likely outcome is asking staff to park offsite.

**2 New Actions**

CC produced the results of Decembers Friends and Family Test.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely Likely | Likely | Neither likely or unlikely | Unlikely | Very Unlikely | Don’t Know |
| 135 | 78 | 13 | 4 | 2 | 3 |
| 57% | 33% | 6% | 2% | 1% | 1% |

The group was very pleased with the positive results shown. Also commented to suggest that even where people receive a good service they may be reluctant to mark it as extremely likely to recommend so this gave some consideration to the significant number of likely replies.

The group also discussed some of the data from the patient questionnaire whilst they are awaiting final data analysis from the practice. We highlighted the results from the new questions for this as they were of most interest to us. The results showed a strong opinion from patients that they were jointly responsible for their healthcare along with the practice with only 3 people disagreeing – 2 of which said it should be the sole responsibility of the patient. This reaffirms the practice’s position in relation to annual health care reviews and medication, in that we send regular reminders but it is ultimately the patients responsibility to ensure they book these reviews and turn up, as well as taking any prescribed medications as directed. Q13 showed that only 1 in 3 patients surveyed had visited the practice website. DJ remarked that this was lower than expected and surprising considering the ease at which you can order repeat prescriptions and book appointments online. The practice will continue to promote this service.

Q12 asked patients if they knew about the Patient Participation Group. Awareness of the group was low with only 1 in 4 having heard of the group. MM was asked to take these findings to the PPG Network group to see if this is a common issue. VG stated that the flu clinics were just too busy to do any awareness raising of the PPG whilst getting patients to fill in questionnaires. The group will consider whether they need to do a separate event to raise awareness of the group.

Q9 showed positive reinforcement that patients are aware they can ask for a chaperone during consultations. 70% responded yes and as it is standard practice to ask before any intimate examination it was felt the 30% who didn’t know would be offered the service when most appropriate. DJ asked if male patients ever asked for chaperones – CC said from anecdotal evidence from the GP that it was a very rare occurrence for male patients to ask or accept a chaperone, however, the service is available and they are offered a chaperone in the same way as our female patients.

MM had asked at the last meeting for an update on the practices FLU vaccination campaign. The over 65 group and at risk cohort are both up on last year, however, the 2-4 year campaign uptake has dropped. There is still some administration work to be done to see if we can get these numbers up at all. National target is 75%, the figures for our practice are as follows;

* Over 65’s – 80%
* At risk (Chronic Disease, Carers, Pregnant Women) – 60%
* 2-4 yr old – 46%

**3 Standing Agenda Items**

Staff

After several locum session cancellations the GP Partners are now covering the Monday evening sessions. The practice will again attempt to find a part time salaried GP.

Patient Suggestions

*There were no suggestions for discussion this time.*

Prescription Message

Should be used to promote winter illness campaigns, choose well, think A&E and minor ailments.

**4 Any Other Business**

DJ mentioned that the lights are out in the car park and is unsafe. This has been the case since the clocks changed in October and unfortunately the landlord is responsible for the maintenance of these. A contractor did come out to assess in October but no further action as yet despite regular reminders to land lord. CC to chase up to emphasise importance of this.

**The next meeting was arranged for 16th February - 18:00 at Newton Drive Health Centre**