**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 7th April 2014 - 18:00 - Library, Newton Drive Health Centre**

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

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

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

Mrs Norma Halsall (NH), Assistant Practice Manager

**1 Actions / Feedback from Previous Meeting**

There were a few technical problems with the embedded documents within the previous minutes so the annual report will be sent separately. MM suggested that the report should contain some information regarding the CQC inspection from December. The full CQC report is published on the practice website so a small addition to the annual report will be made in reference to this. **Action: CC to amend and republish.**

CC and DJ to attend the PPGN meeting on 23rd April at Newton Drive following the meeting with Healthwatch to discuss their role within the PPGN. **Action: Feedback any outcomes at the next meeting.**

**2 New Actions**

The PPG report was circulated prior to the meeting but in view of the technical problems it will be resent. Any outstanding issues with the report to be forwarded for the agenda before the next meeting.

The group discussed the prospect of recruiting a few more PPG representatives. There has been a couple of patients submit their interest. The practice will contact these and invite them to the next meeting. VG suggested an idea that some patients might be put off joining due to the commitments or formalities of the group. VG recommended that new applicant submit a “profile” of themselves so that the group can consult with patients who have particular expertise in certain areas such as, disabled access, chronic disease management, carers etc. the can be extended to include patients who aren’t necessarily part of the PPG but would be happy to attend one of meetings or be consulted on specific issues that the practice and PPG wanted some advice on. The practice will draft a profile form and circulate it before the next meeting so that current PPG members can complete it and recommend any changes. New members to the group will be asked how they would feel about completing this form. The areas include age bracket, (registered) disability, condition (affecting use of service), family members, carer status, gender, sexuality, marital status / dependants, employment status. It will also include a brief paragraph as to why we are requesting this information and state that they do not have to disclose any information they do not want to share. **Action: NH to draft profile form**

The practice updated the group on their use of Choose and Book. The appointment/diary system used to manage referrals to secondary care services which gives patients the flexibility to choose the date, time and location of that service where appropriate. The practice currently sends 90% of its referrals via choose and book. It is thought this is a good service for patients.

The PPG also want to try and address the number of patients who frequently attend the practice inappropriately. It is difficult for the practice to refuse any kind of access for repeat offenders but it is felt that more can be done for patient education, especially in relation to the minor ailment and choose well campaigns. The practice will work on how to implement this.

**3 Standing Agenda Items**

Staff

The practice has secured a full time partner who starts on 1st May 2014 – Dr Deepak Biyani. We will also have locum cover for the equivalent of 2.5 days per week in addition to this.

A full time registrar will also be joining the practice from August 2014.

Patient Suggestions

N/A

Prescription Message

DJ suggested we should have had this on as a standing agenda item and that we should advertise the Easter opening times.

**4 Any Other Business**

**The next meeting was arranged for Monday 19th May - 18:00 at Newton Drive Health Centre**