**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 8th August – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Vicky Greenwood (VG)

**In Attendance:** Mr Chris Casey (CC), Miss Caroline Butler (CB)

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

There were no outstanding actions from the previous meeting.

1. **New Actions**

*GP Recruitment –* The practice was unsuccessful with its first attempt at advertising our current GP vacancy. Many practices in Blackpool are facing the same problem with GP recruitment proving to be very difficult in this region. The practice is considering alternative options, using a different mix of clinical staff or changing how we work day to day. One idea is to increase the Nursing staff and provide Nurse led triage with only the most complex cases being dealt with by a GP. An alternative or additional option is GP led appointments – patients would not be able to book a GP appointment without having first spoken to a doctor. This would give the GPs more control of the appointment diary and help direct patients to the most appropriate clinician. VG asked the practice to carefully consider how the call back system would work, as similar with triage, patients may be at work or not available when the practice calls back.

*7 Day Access Service –* There is a new service starting around the start of September which will allow the practice to book patients into out of hours appointments, at evening and weekends, directly. Once the practice has exhausted all our options for offering an appointment or assessment we would be able to book the patient a routine appointment at the walk in centre.

*Facebook –* we have had one example of some positive feedback – a patient who was away in the Dominican Republic had fallen ill and sent an instant message to ask advice about what to do on their return to the UK. We were able to give non clinical advice to provide reassurance of how the problem could be dealt with by the practice and the most efficient way to contact us on return. The patient reported that being able to contact the practice in this way was both efficient and reassuring.

*Medical Messenger (Text Message Service) –* The service is now up and running and working. We have left the EMIS sms service on as well, so patients may receive two texts messages but their content and timings are different so this isn’t a problem for now. VG reported that the cancellation process was not the most obvious, you can’t just press reply to message, you have to send the message to a separate phone number. There is a backup in place for that scenario, if someone sends the message as a reply the practice receives an email notification that the patient was trying to cancel their appointment and we can process that manually.

*DNA’s* – the practice would like to try and tackle frequent DNA’ers, we have 10-20 patients who are not turning up for appointments on a regular basis over 3-6 months at least once per month. We are going to implement a new system to generate a warning if the patient DNAs 3 times in 3 months and they will be sent a warning letter. Any further DNA’s will result in their removal from the practice list. The system is monitored by the reception manager and she has the awareness and knowledge of the patients in case there are any extenuating circumstances that are leading to a patient not turning up for appointments.

1. **Any Other Business**

<http://www.blackpoolgazette.co.uk/news/health/revealed-best-and-worst-gp-surgeries-in-blackpool-fylde-and-wyre-as-rated-by-you-1-8678232>

The above link is a reprint of the previous Gazette article regarding ratings of GP surgeries. There was an error with the data the first time around and now, with the correct data, it shows that the surgery is ranked 4th in Blackpool and 5th across Fylde and Wyre.

1. **Standing Agenda Items**

**Staff**

New GP Registrar ST2 – Dr Samantha Clark – will work Monday and Tuesday for the next 6 months.

**Prescription Message**

N/A

**Patient Suggestions**

1 – Extremely Likely – Dr Murray always friendly and professional

**The next meeting is Tuesday 19th September 18:00 at Newton Drive Health Centre.**