**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 12th July 2016 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mrs Donna Jackson (DJ), Mr Terry Bennett (TB), Mrs Linda Endicott (LE)

**In Attendance:**  Miss Caroline Butler (CB) APM

**Apologies:** Mrs Karen Harris (KH), Miss Vicky Greenwood (VG) Chris Casey (CC), Mike Martin (MM)

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

Unfortunately the meeting planned for 31st May had to be re-arranged due to the unavailability of the majority of members.

1. **New Actions**

CB informed the group that as of the 1st April 2016 all practices were contractually obliged to provide online access to coded data in their medical records. DJ has trialled this for the practice and found it to be a straightforward process but raised concerns that some of the medical terminology could be confusing to the average member of the public, and that when ‘Googling’ the medical terms used could be quite alarming. Access to a Detailed Coded Record will only be granted by the practice after the patient has been made aware of the key considerations (see attached Patient Information Leaflet) and completing a separate application form and that the practice has confirmed their ID. On receiving the request the application will be passed to a GP for them to authorise.

1. **Any Other Business**

CB raised a discussion on how to promote awareness of the PPG and possibly attract new members. One of the suggestions was to hold an informal open evening/afternoon inviting patients to come along for refreshments and to meet the current members of the PPG and to find out what they do and what they would like the group to do in the future. All members present agreed to this in principle but would need further discussion with the other members.

TB informed the group that the initial plans for a ‘community garden’ on the land next to the practice has been opposed by local residents and now looks like it will be on the site of the old Boundary School.

There have been a number of hospital staff parking at the health centre. On one occasion a member of the admin team approached someone from the hospital parking here and explained the car park was for practice staff, patients and visitors to which the reply was “well there are no notices to say that”. On checking the car park the notices that were originally there have now been obscured by the bushes. New notices have been put up and we will monitor the situation as it is vital that ample parking is available for patients.

The practice is expecting an inspection visit from the CQC in the very near future, as part of their visit they would like to speak to one or more members of the PPG, all members present were happy to be contacted and participate depending on their availability on the day.

1. **Standing Agenda Items**

**Staff**

Jenni has now joined the reception team; she has previous general practice experience as a prescription clerk at her last practice.

One of the practice nurses has had to go off work at short notice, and could possibly be off for anything between two to six weeks, this will no doubt have an impact on the availability of nurses appointment, but the practice is looking at how best to utilise the available appointments.

**Prescription Message**

PPG invite new members.

**Patient Suggestions**

19 Extremely likely F&FT, 10 with comments below , 1 Likely & 1 Extremely unlikely;

*“Excellent appointment. Doctor really listens to me. She also acts immediately on all requests”.*

*“Under Karen Williams for Diabetes 2. She is concise, professional and has guided me into remission. Good ‘bedside manner’, motivational and you feel a genuine interest in you – by her. Please commend her.*

“The surgery is very good for my needs”.

“Stunning service always! No complaints”.

“Dr Green is very understanding, caring and helpful”.

*“The visit was very helpful”.*

*“Dr Jill M & team – professional, straight forward. Felt she had real concern”.*

*“Mrs Rachel White ‘Blood Lady’ – Good manner, blood taking – professional. Good ‘bedside manner’. Commited”.*

*“Always received very good care at this practice”.*

*“Many years of great care for myself and family”.*

*“Total lack of childrens area and inconsiderate reception staff, regards child behaviour. Will liase with PCT”. –* Our reception manager had told these children to sit down as they were running around the waiting area causing distress to other patients , and the parents were busy on their phones

**The next meeting is Tuesday 23rd August 18.00 at Newton Drive Health Centre**