**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 14th October 2013 - 18:00 - Library, Newton Drive Health Centre**

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

Mrs Linda Endicott (LE)

Mr Terry Bennett (TB), Mr Michael Martin (MM)

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

Mrs Norma Halsall (NH), Assistant Practice Manager

**1 Actions / Feedback from Previous Meeting**

MM raised the issues of eye tests for clarification asking whether the practice would seek to routinely provide these services for patients. Unfortunately it is not something the practice is looking to do at present as there are already a number of commissioned services to do this, all with highly specialised staff and equipment. The question we are asking patients is whether they know that free sight testing services are available at certain local supermarkets and healthcare store. The practice cannot be seen to promote a particular provider but we will direct patients where to find these services.

**2 New Actions**

The group spoke about the recent PPGN (Patient Participation Group Network) Meeting which was held at Newton Drive. Both DJ and CC attended. There was some discussion during that meeting as to whether the PPG should have a GP in attendance and the diversity of each group. However, our own group felt it wasn’t necessary for a GP to attend every meeting and felt that should they require input from a GP they could request it and the practice would send the most suitable for the topic of discussion.

The Network meeting shared good working practice ideas and provided good information on local health events. They also have a good involvement with the CCG and other health organisation who have provided some good presentations, in particular the last one regarding hypertension was very informative.

The practice is currently in the recruitment process for a new Reception Manager. Once this appointment has been made they will be introduced to the PPG process, what it is and its aims. If appropriate they will attend a meeting to be introduced and to understand what the PPG is about.

Following some information relating to yellow paper being used in practices, a recommendation which came from the PPGN, the practice has implemented yellow appointment cards. Hopefully, this will improve their quality, clarity and make them last a bit longer as they are more substantial.

DJ raised an issue about the phone lines at 08:30 in the morning. The phones report a fault on the line. This may be due to a capacity issue with the call waiting system. The practice will contact IT and look at phone monitoring to reports to establish whether there is a fault or a capacity issue. **Action: CC to feedback outcomes at next meeting.**

TB raised the issue of awareness of Sepsis. In particular, highlighting its danger if not for an early diagnoses. The practice currently has an information video on Septeceamia on display in the waiting room. The group discussed practice protocol for triage, with particular reference to children on triage and that the receptionists, considered rightly so, are over cautious in placing children onto the triage list. This allows a GP to make a clinical decision of the urgency of treatment for that child.

The group wished to praise the practice receptionists stating that they were not like your typical “guard dog” receptionists and that they were always helpful and courteous. This followed an article in the Blackpool Gazette about extended opening hours for GP practices in which a patient from Newton Drive stated that they never had any trouble booking an appointment with the practice.

TB asked if we are able to utilise our prescriptions at all for passing information to patients on the left hand side of the script. We do currently have the facility to do this and it is being used to let patients know about the new online ordering system for their prescriptions. When this ceases at the end of October the practice will ask the PPG what they think are the most relevant messages to be putting on this part of the script. **Action: PPG to discuss at next meeting in November.**

MM asked for clarification over the national Shingles campaign and which cohort of patients it is targeting. The scheme is currently targeting patients aged 70 as a priority then patients aged 79. These patients have been contacted by the practice and invited for their vaccination along with this year’s flu vaccination. There is some literature regarding this in the patient waiting areas.

LE asked if the practice would be able to help patients find local services by way of a directory. These directories already exist such as CVS, Advice link or through CAB. The practice will pass this information to GPs and they will help patients to identify a local service which may be of benefit to them in certain circumstances. LE will provide the practice with some information on MND.

**3 Standing Agenda Items**

Staff

The locum cover is continuing as the search for a salaried GP is nearing a conclusion.

Patient Suggestions

*“Get some pink fish” –* whilst we appreciate this suggestion we are unable to provide pink fish at this time. However, this suggestion was left for us on a scrap of paper. This has highlighted the need to keep a constant supply of suggestion slips in reception and the team have been asked to maintain this.

**The next meeting was arranged for Monday 25th November - 18:00 at Newton Drive Health Centre**