**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 25th November 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

**1 Actions / Feedback from Previous Meeting**

CC fed back that the practice has been experiencing difficulties with the IT Service Desk. It is not an isolated problem with this practice. CC will escalate if not heard anything this week. The problem appears to still exist that patients receive an error message when not enough places in the queue.

The option of putting a message on the right hand side of the prescriptions was discussed. After discussing several ideas throughout the meeting it was felt that the most immediately necessary message was for Christmas Opening Hours and Christmas Repeat Script ordering. The Christmas ordering is managed by the prescription clerk and double scripts are automatically generated with a Christmas message attached. The practice will amend the message to publicise the opening hours over Christmas and New Year.

**2 New Actions**

The results of the Health Scheme Survey were collated. The practice asked 100 patients if they were aware of certain local health schemes.

NHS Health Checks at this practice – 40

NHS Pharmacy Scheme for Minor Ailments – 61

Know Your Number Campaign – 32

Free Eye Tests – 20

13 Patients ticked all the boxes and 21 ticked none.

The results of this survey have suggested that the practice may need to consider publicising the Health Check service more.

The online booking system for appointments and prescriptions has been running for a while so as such the old ordering system has been removed. There have been no reported issues with this and the feedback in general has been good. The practice will encourage patients to sign up for online access. **Action: CC will query process of booking double appointments, whether it a possible option at all through this system.**

The PPG expressed disappointment that the music in the waiting room is currently unavailable due to the IT difficulties with the PC for the waiting room screen. It is felt that the practice should find an alternative way to play music. **Action: CC to find alternative either through portable radio or other PC options.**

Booking an appointment has generally been easier over the last few months however; the rota is currently not up to date due to absence of a key member of practice staff. It felt there should be back up for this process to prevent the booking system experiencing delays. The practice agreed that it needs to find a way to cover the rota planning if someone is on leave. **Action: CC to take forward to find resolution.**

MM gave feedback from the recent PPNG meeting, which included an update on Flu and Shingles vaccinations. The practice stated that they have almost finished their flu campaign and it has been successful. Current Chronic Disease uptake was at 81% up from 64% last year and Shingles up take is at 64% with a catch up session planned for January 2014. It was felt that the Area Team sending the appointment letters out later in the year has added to the success of this year’s campaign. VG stated the flu clinics felt more organised which may also have helped. Practices will be sending their own flu invitations next year so we can decide at what point we send them out.

LE suggested promoting the prescription in a bottle campaign. The script is kept in a bottle in the fridge with a sticker on the fridge and front door. This alerts health professionals to the medication a patient is on e.g. paramedics. It’s a form of communication that can make the difference in emergency situations. We also mentioned other previous campaigns such as ICE (In case of emergency), phone number on personal mobile phones. The practice could look to promote these in the future. **Action: LE to bring some examples to show the group**

**3 Standing Agenda Items**

Staff

It seems unlikely at this stage that a salaried GP will be recruited however, the funding is currently being used to fund equivalent long term locum posts which will benefit the practice in a similar way.

Patient Suggestions

Deferred to next meeting

**The next meeting was arranged for Monday 13th January 2014 - 18:00 at Newton Drive Health Centre**