**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 17th April 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Chris Casey (CC), Mrs Donna Jackson (DJ), Miss Caroline Butler (CB)

**Apologies:** Mrs Noella Sanderson (NS), Lindsey Smethurst (LS), Miss Vicky Greenwood (VG), Mr Mick Martin (MM)

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

*Smoking Cessation* – update on smoking cessation service, received a couple of complaints from patients with regard to access to prescriptions for Champix (a medication that helps to stop smoking). Patients are unable to get a prescription for this as the commissioned service (community pharmacies) are not in a position arrange the prescription. To prescribe Champix a patient needs to be under a stop smoking service that can support the patient and counsel them on a regular basis. GPs cannot prescribe the medication unless this support is in place. The pharmacy that these patients have contacted cannot offer the ongoing support. CC has raised this with Public Health and the CCG to see if there is any way to resolve this.

1. **New Actions**

*General Data Protection Regulations (GDPR)* – GDPR comes into effect from 25th May 2018, these new regulations replace the Data Protection Act and lays out new guidelines of how organisations should handle patient and staff data. They are not specific to healthcare and new guidance is coming out for health organisations to help implement the new regulations. There is likely to be impact on patients and processes within the surgery and as they are amended CC will update the group.

*Notice Boards* – the notice boards have been update to make them clearer and with more relevant information. Please have a look at them the next time you are at the surgery and suggest any changes or improvements.

*Public Enquiry into Health and Wellbeing of Blackpool Central East Residents –* in 2017 the council and CCG jointly investigated the problems affecting residents that live in the Layton and Grange Park area (Central East Blackpool). They covered issues such as finance, housing, policing, social and health care. They have now invited members of organisations that may be able to affect the outcome of those services. CC has volunteered to go to the meeting in May, if I can circulate the document I’ll send it to all for information.

1. **Any Other Business**

*Patient Access Leaflet –* Reception staff have created a user guide for setting up, logging in and ordering prescriptions on Patient Access, I circulated the leaflet which we hope will be able to help more people get using our online services.

1. **Standing Agenda Items**

**Staff**

Karen and Hollie joined admin and reception respectively.

**Prescription Message**

As previous – pharmacist appointments

**Patient Suggestions**

14 Extremely Likely – including comments as follows;

“Everyone is helpful”

“I always receive excellent treatment and am confident that when I need to see a medical professional every effort is made to give me an appointment that is appropriate to my symptoms and the service & support I have received recently has always been first class”

“All staff from doctors, nurses, midwife and receptionists are always very polite and helpful. I like that the doctors are a range of ages which I personally feel makes their understanding feel more relevant and accessible.”

“I have always had good service from this practice”

“Nicole was very helpful”

“Everyone is friendly and kind. Rarely running late, I would always recommend”

“Gill your practice nurse is wonderful. So kind and straightforward ☺”

“Always helpful, only one doctor I wouldn’t see under any circumstance”

**The next meeting is Tuesday 5th June 2018 at Newton Drive Health Centre.**