**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 6th March 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Vicky Greenwood (VG), Mrs Donna Jackson (DJ), Mr Mick Martin (MM)

Mrs Noella Sanderson (NS), Lindsey Smethurst (LS),

**Apologies:** Mr Chris Casey (CC)

**In Attendance:**  Miss Caroline Butler (CB), Mr Edward Thompson (ET)

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

*Notice Boards* The practice has looked at the possibility of moving the artwork in the reception waiting room, to create a dedicated information area with the notice boards and leaflets all in one accessible location. Unfortunately as the waiting area has recently been decorated moving the noticeboards would not be practical as would require the whole area to need painting again.

It was agreed that the notice boards and reception desk were looking a lot better

*Call for a Kit* The dates for the Call for a Kit have now been confirmed for the 19th and 22nd March. The 19th will be for the team to contact patients by telephone, and then invite them in on the 22nd to discuss any questions and reassure them of any worries they may have regarding the testing procedure.

1. **New Actions**

Edward Thompson our new clinical pharmacist gave a short presentation outlining his role within primary care

Following on from his presentation raised questions as to what is the difference between an annual review and a medication review, particularly as some medication reviews can be done without the patient being present.

Patients with a chronic disease e.g. Diabetes, COPD, need to have an annual review with a clinician which is likely to include blood tests, blood pressure and any other diagnostic measurements that may be required.

All patients on repeat medication for whatever reason will have their medication reviewed annually by either a G.P. or a pharmacist this may be done by reviewing their medical records, by a telephone consultation or face to face.

1. **Any Other Business**

Smoking cessation help and advice is now available through most pharmacies .

1. **Standing Agenda Items**

**Staff**

Dr Fareeha Faisel will be doing some locum sessions for us.

**Prescription Message**

Advertise the availability of (Clinical/Practice) Pharmacist appointments?

**Patient Suggestions**

1 Unticked

“It’s really hard to get a routine appointment. I would like to book a week or so in advance when I need to see the doctor but it’s not urgent, calling on the day or booking online 2 days ahead isn’t enough notice when you have a chronic condition and need to come in a lot”

5 Extremely Likely

“Receptionists always helpful but in particular Matthew – Pharmacist can never do enough to support me. Thank you.”

“The doctors and nurses that I have seen have always listened and been kind also very professional and thorough. You can’t ask for more than that. I am so glad I moved to this practice. Thank you.”

“Always on hand to help me and assist with any problems that arise regarding my prescription - Hannah”

“Amazing surgery ☺”

“Love coming here very friendly and made welcome”

**The next meeting is Tuesday 17th April 2018 18:00 at Newton Drive Health Centre.**