**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 5th June 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Chris Casey (CC), Miss Vicky Greenwood (VG), Mr Mick Martin (MM)

**Apologies:** Mrs Noella Sanderson (NS), Lindsey Smethurst (LS), Mrs Donna Jackson (DJ), Miss Caroline Butler (CB)

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

No actions or updates.

1. **New Actions**

*General Data Protection Regulations (GDPR)* – update on GDPR, lots of publicity regarding this. Applies to all organisations, some health regulations not clear at present but all Blackpool practices working together to come to a joint decision that will create consistency. Practice has complied with obligations as of 25th May 2018 – privacy notices are available on the website. They explain what the practice uses patient information for, e.g. referrals to secondary care, community services etc. Also applies to staff information that we hold within Human Resources. Main impact to patients is that there is no longer a fee applicable when requesting a copy of their own medical records. Large income on practice income as the workload is not expected to decrease and now no recompense for this. The practice is working on a process to make this more efficient for both the patients and the practice. More work to be done on GDPR throughout the year and will update on any changes that impact on patients.

*Patient Access –* Large update to the patient access system. Rebranding and update to features to include nominating an EPS Pharmacy and proxy access (third party access to online records for parents of children or carers). Practice developing a system to grant third party, proxy access, as currently not working. Existing accounts will continue to work, but we currently cannot create any accounts for under 16s. VG reports no problems with new system, had to get used to the new layout but no better or worse than previous version.

Many patients did have difficulty logging on for the first time last week, and practice was busy with patients ordering medications over the phone who could not log in. All resolved now. The practice is working on an updated leaflet (which we first discussed at the last meeting) to take into account the update.

*Flu Season -* Concerns over vaccine delivery / availability. Practice advised to used new adjuvated version of the flu vaccine for over 65s this year, so different vaccine for under 65s. Delivery schedule means we won’t have all the vaccines available to us at the start of September, only one supplier and a large number of orders have been placed. We are hopeful that they can stick to the delivery schedule and not disrupt the clinics.

1. **Any Other Business**

*Triage trial -*  the practice is planning to hold another trial of ‘full triage’ – any patient wanting to book a GP appointment will speak to a doctor on the same day, the same as we did for a week over Christmas. We will run two weeks this time during August and include some routine appointment availability, as this was highlighted (VG) as an issue from the last trial.

1. **Standing Agenda Items**

**Staff**

New locum Dr Faisal – started recently, covering two days a week and will be here long term.

Laura – practice admin/reception left the practice to relocate.

Caroline – back at work following period of sick leave.

**Prescription Message**

As previous – pharmacist appointments

**Patient Suggestions**

11 - Extremely Likely

2 - Likely

Neither likely or unlikely

2 - Unlikely

2 - Extremely Unlikely

*“Sharon – on the 13th April, rand GP surgery, going on holiday, realise that morning didn’t have the right medication. Sharon got an emergency prescription issued and delivered to my chemist. She rang me to tell me its ready. I feel she went the extra mile, was very kind and sweet. I was very panicky and she helped a lot. Thanks”*

*“Recommended to book appointment with Doctor following routine check but unable to book appointment with receptionist as none available – only recommended to ring early / during the day when at work – or register on line – but what if no PC access”*

*“Would be easier if a sign was downstairs showing which room / floor the nurse is on”*

*“I find the surgery extremely efficient and all the staff friendly but efficient. The care I get is superb.”*

*“I have been very impressed with the way & speed I have been treated today 4/4/18. I would definitely recommend the practice, thank you”*

*“Always cheerful and helpful”*

*“Always a good service at Newton Drive”*

*“Too hard to get appointments. Feel that the doctors fob you off. Have requested my notes in the past and noticed some of the times I came weren’t even mentioned on the notes and some notes missing. Too hard to get through in morning to make appt. Am actually at the moment in the process of changing doctors.”*

*“Friendly helpful staff. Always polite and prepared to go the extra mile to help.”*

*“lack of information lack of appointments incorrect info given, basically a brick wall”*

*“For the last 3 weeks I am trying to make an appointment to see a doctor and only I can hear please call tomorrow. This is not acceptable”*

*“Dr Faisal’s attention to detail at my recent appointment was excellent”*

PPG agreed that overall positive but the negative comments are in relation to appointments which we have already explored and know can be difficult from time to time. We hope securing a locum GP will increase capacity and ease the pressure on the appointment system.

**The next meeting is Tuesday 24th July at Newton Drive Health Centre.**