**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 11th September 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Caroline Butler (CB), Mrs Donna Jackson (DJ), Mrs Noella Sanderson (NS) Lindsey Smethurst (LS) Mick Martin (MM)

**Apologies:** Mr Chris Casey (CC), Miss Vicky Greenwood (VG)

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

No actions or updates.

1. **New Actions**

*Local Practice Changes – Grange Park* We have been told (although not public knowledge as yet) that Dr Celikkol will be retiring in the very near future and that Dr Morcos will be taking over the Grange Park practice. Dr Celikkol will still have his Staining practice but likely to be just for his private work

*Triage Trial Feedback*  In August we had another two weeks of full triage. None of the PPG members used it this time. DJ had used the service last time we trialled it and found it a very good service. She did feel that that more routine appointments should be made available for the following weeks. MM asked if it had an effect on the numbers of patients attending the walk in centre. CB will try and compere the numbers of patients attending the walk in centre and A & E over this time.

***Genetic Haemochromatosis Pilot –***We are currently promoting awareness of the symptoms of Genetic Haemochromatosis which is an inherited disorder causing the body to absorb too much iron, which can damage the liver, pancreas and heart. This can easily be detected with a blood test.

*Medicine Management*

* Private Prescriptions – We are now issuing medication requested for travel reasons such as diazepam for fear of flying, malaria treatments etc. as private prescriptions and no longer providing these on the NHS and as such which will incur a charge.
* Diabetes Medication – Sitagliptin to Alogliptin – We currently have between 70 – 80 patients on Sitagliptin who we intend to swap over to Alogliptin. We will be making the changes to their medication at their annual reviews, any patients not picked up by review will have their prescription changed and notified by letter.

1. **Any Other Business**

MM had seen one of our health care assistants for a health check and was told he wasn’t eligible, he wondered why this was but did say the nurse did check his blood pressure and blood test. The practice is happy to provide a health check to all of our patients, we are currently following the NHS guidelines in the promotion of health checks for patients aged 40 to 74 by sending them an NHS health check invitation.

Remind all clinicians and staff about the “Friends and Family Questionnaire” none of the PPG members had been asked to complete one when they had attended the surgery. Will also trial a couple of days of text message questionnaires before next meeting.

1. **Standing Agenda Items**

**Staff**

Dr Faisel will be with us as a locum until at least June 2019

Fran Turpin receptionist has left us due to family commitments, we are not currently looking to replace her hours as a number of our current staff have requested to increase their hours.

**Prescription Message**

As previous – pharmacist appointments

**Patient Suggestions**

5 - Extremely Likely

0- Likely

Neither likely or unlikely

0 - Unlikely

1 - Extremely Unlikely

*“Very fast and efficient 100 x better than Whitegate Drive”*

*“Young Abbie who works here, came to Mrs G Hobans’s help on Friday 7th September in the afternoon, when she was in a distressed state in the toilet waiting to see Dr Biyani. Thank you so much for kindness showed. Exemplary.*

*“Always been helpful and caring”.*

*“Everyone at the surgery is lovely kind and always helpful. Everytime I come for bloods, Rachel always puts me at ease and always has a smile”.*

*“What a friendly and caring lady, really put me at ease when taking my bloods”.*

*“Too long waiting for appointments, not getting prescription”.*

**The next meeting is Tuesday 6th November at Newton Drive Health Centre.**