**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 12th March 2019 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Chris Casey (CC), Mick Martin (MM), Mrs Donna Jackson (DJ),

**Apologies:** Miss Vicky Greenwood (VG), Mrs Lindsey Smethurst (LS), Miss Caroline Butler (CB)

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

No updates or actions from previous meeting.

1. **New Actions**

*Phone Message*

We discussed the proposed phone message – all agreed that message is appropriate; however, we are going to delay the new message as we are installing recorded phone lines on reception. DJ asked why we were bringing this in, agreed it was a good idea. We have found recently that a number of complaints / issues could have been solved if the phone had been recorded. It will help with complaint handling for both the practice and patients. We also intend to use it for training purposes for new staff or where required.

We will add the phrase – “Your call may be recorded for training and monitoring purposes”

*Cervical Screening*

CC explained a new national promotion of the cervical screening campaign (smear tests). We have joined in with the national advertising and decided to hold dedicated ‘smear’ clinics at the practice with the practice nurses. This will increase the number of appts for smears and we will invite all eligible women by text message. DJ explained about a recent problem with the cervical screening programme and asked CC to investigate what happened.

*How Do I?*

Many of the how do I sections of the website are now out of date. We’ll update these and bring them back to the group. We also suggested a new way to order acute prescriptions online. Acute prescriptions are a “one off” item or a short term use item e.g. steroid creams, antibiotics etc. Unfortunately, the only way to order these at present is by coming into the surgery. You cannot order them easily on patient access, and you can only order them online if you are ordering repeat medication at the same time.

We wanted to offer a solution to patients, so there is now a page on the practice website where patients can order these medications.

*Faxing – “Axe the Fax”*

National NHS objective to remove fax machine from use within NHS services – our fax machine will be removed by the end of March. We don’t anticipate any impact to patients.

1. **Any Other Business**

Statins – CC apologised that we hadn’t put this information together in time for this meeting. We’ll carry it over to the next meeting.

Advertising – CC circulated the proposed PPG Advert for circulation on Facebook. Happy with the overall content but MM suggested reviewing the wording to make it less ‘intimidating’ to patients.

E-Consults –CC has revisited e-consulting, possibly via Facebook, we’ve had confirmation that the professional indemnity covers us for this activity, so we’re going to try and put something together, looking at running this over the summer. DJ suggested a regular time slot so patients know to expect it and can anticipate asking the questions, rather than just a one off that people may miss or not be available for. Topics could include – Weight and Dietary advice, Medciation queries, Family Planning, Alcohol and Drug advice, smoking cessation? Queries around smears.

1. **Standing Agenda Items**

**Staff**

No Update

**Patient Suggestions**

5 - Extremely Likely

0 - Likely

0 - Neither likely or unlikely

1 - Unlikely

0 - Extremely Unlikely

*“I changed surgeries to Newton Drive Health Centre about a year ago and have had excellent support and advice from all of the GP’s and reception staff. I was extremely impressed with a consultation I attended where the GP went beyond his appointment time after identifying a potential issue I had. He carried out a thorough examination and sent me for the relevant scans. The outcome was I needed surgery. Thanks to the professionalism and quick thinking I was referred to the right people at the right time. The reception staff have also been extra helpful with can results that have been delayed for weeks and last minute medication requests. All of my contact and consultations with the surgery have been thorough and unhurried despite them being busy. I would recommend this surgery to anyone.”*

*“Outstanding efficient service “front desk” Holly was extremely professional, ultra efficient. Deserves praise.”*

*“Always looked after, staff very pleasant”*

*“HCA on a Wednesday is really pleasant, not sure of her name though.”*

*“Recently registered here after 30 years at a previous practice (due to house move) Staff have been really lovely / helpful and professional.”*

*“Once again, when waiting for prescription to be done, nearly each time I come, something goes wrong and I have to wait. This time my slip was overlooked (not for the first time)”*

Discussed issues with prescription, can be multi factorial, including problems with the pharmacy. We’ve been reviewing this over the last few months and have been making some changes. We are aware that there have been more issues than normal recently. Hopefully the changes will see this situation improve.

**ACTION:** Please can we run another week of text FFT.

**ACTION:** Please can we rephrase the question on the FFT slips to include asking for feedback.

**The next meeting is Tuesday 30th April 2019**