**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 24th July 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Caroline Butler (CB), Mrs Donna Jackson (DJ), Mrs Noella Sanderson (NS)

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

Mr Mick Martin (MM)

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

No actions or updates.

1. **New Actions**

*Urgent Prescriptions – Frequent Requesters* – There are a small number of patients who we know frequently order there repeat prescriptions at the last minute and expect it to be ready the same day instead of the requested 48 hours. This puts unreasonable pressure on the staff to complete the request and to make sure all relevant checks have been done. The practice has decided to set up a traffic light warning system into practice. We will be reviewing requests made over six monthly periods. Each short notice request will have a code entered onto their record as well as being told they should be requesting their medication at least 48hours before needed. They will also be advised of other methods of requesting their medication e.g pharmacies, patient access etc. If they continue to request late on the third occasion they will be advised that if it happens again their prescription will not be issued early and they will have to wait the required 48 hours. We will be reviewing this regularly

*New text messaging service*  We are now using a new text messaging service. This sends out appointment reminders 24hours before the due appointment, patients now have the option to cancel their appointment by replying CANCEL to the message, whereas before they had to send their message to a different number. This new system also allows more interaction such as completing smoking status which is one of the items we are required to record. There is also the option of sending out the ‘Friends and Family Questionnaire’, which we hope to trial in the near future.

*Flu Season –* Dates for delivery of flu vaccines have now been confirmed with suppliers. This year there are 3 different flu vaccines, Quadrivalent for the under 65’s, Trivalent for over 65’s as well as the nasal vaccine for the under 18’s. Invitations for the clinics should be going out the beginning of September.

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. Patients also have the option of having appointments booked for them to see a GP or nurse outside our normal opening hours at Whitegate Drive. The GP/Nurse will be able to view their computer held medical records

A couple of our receptionists have created a new leaflet outlining the role of receptionists and one for the self care of common ailments, both of which we hope will be useful to our patients.

1. **Standing Agenda Items**

**Staff**

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

**Prescription Message**

As previous – pharmacist appointments

**Patient Suggestions**

5 - Extremely Likely

0- Likely

Neither likely or unlikely

0 - Unlikely

0 - Extremely Unlikely

*“I met with Dr Faisel on the 4th July and was very impressed with how she handled my condition. Thank you.”*

*“Always lovely friendly staff, midwife is excellent. Very happy with everything.”*

*“Dr Jill Murray fantastic doctor!!! Thank you!”*

*“Dr Faisel – I Aleisha Davies had an appointment with the above doctor on the 4th July at 11.30 on seeing the doctor she was very clear and responsive and always had a smile happy to take the time to explain my condition in a way that was understandable to myself and my partner. Thank you very much for your advice.”*

**The next meeting is Tuesday 11th September at Newton Drive Health Centre.**