**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

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

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

**Apologies:** Mrs Donna Jackson (DJ), Miss Caroline Butler (CB)

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

Apologies for delay on previous meeting’s minutes. We had been waiting for clarification on a couple of items and working on the data for the triage week trials. We almost have that information to share so I’ll send out the previous minutes and the data with this set of minutes. There were no other outstanding actions from the last meeting.

1. **New Actions**

*Triage Trial Feedback*

We talked briefly about the October trial. VG observed that online appointments were scare during the trial week and it could potentially prevent access, as ‘online users’ may assume there are no appointments, when in fact it’s quite the opposite. Please can we add a message to online booking re this, or can we have some routines available with a locum GP or otherwise during those weeks. The group felt on the whole that the system was really beneficial and worked really well. Some members had first or second hand experience of using the system and were really happy with it.

*How Do I – Update and Patient Representatives*

We are aware of some updates that are required to the “How Do I?” section of the website, we are in the process of updating these. They are mainly due to minor process changes. We have added a new section on how to nominate a patient representative. VG asked if this would be done retrospectively for all nominated carers. CC confirmed that it is only for new representatives, anything that is already held on the system will have been agreed under a previous process. The forms add a layer of governance to the process and means that the actions are all auditable.

*Shingles / Flu Update*

The practice is only 2/3 through its flu clinics and plan to have another catch up clinic in December. Our figures are on target to match last year’s uptake. Discussed with MM regarding patients having vaccine at the pharmacy. Those patients do count towards our uptake numbers, as long as the pharmacy notify the surgery (we have had 150 notifications so far). Patients who do not want the vaccine at all, either at the surgery or the practice are recorded as ‘declined’. Below is the number of vaccines we have given so far this season;

Over 65s – 510

U65’s – 302

2-3 year old – 70

We had our biggest flu clinic today, so we expect these numbers to rise significantly following the entry of that data onto the system, so I will bring a final report for the meeting in January.

Shingles – agreed that the specification and which patients are eligible can be confusing, I’ve included an extract from the NHS website that hopefully simplifies it;

*“You're eligible for the*[*shingles vaccine*](https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/)*if you're aged 70 or 78 years old.*

*In addition, anyone who was previously eligible but missed out on their shingles vaccination remains eligible until their 80th birthday.*

*The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group.*

*You can have the shingles vaccination at any time of year, as soon as you turn 70 or 78.”*

We haven’t actively promoted the Shingles vaccine at the surgery this year, but have been giving them ad hoc during flu clinics, where patients are eligible, we have completed 21% of the routine group and 49% of the catch up group. We are planning on running an active recall system in the new year and inviting patients who are eligible to come for the vaccine.

*Non-NHS Paperwork*

The practice has recently had a couple of complaints and several queries about the non-NHS (private) work that we complete for patients. We felt that it was important to differentiate this work, why it is being done, what the charges are and overall, increase the experience for a paying customer. CC circulated the list of fees, the patient information leaflet, and the FAQ list that we will hand out to patient when they enquire and put it on our website. I’ll attach these documents to the minutes email.

*Fylde Coast Extended Access*

Has been through several name changes since its implementation. It is Blackpool GPs answer to 7 day opening, and provides GP and Nurse appointments at evenings and weekends. We do not actively promote the service as we would like patients to book in with us at first instance, however, should our availability not allow, or the patient’s, because of work commitments etc/ our staff now to offer the weekend appointments.

MM produced the data for Sept 17 – Sept 18 that show the practice as a medium to low user of the service. We feel this is in line with how we offer the service and we don’t want to use the service as an overflow for our own appointment diary.

1. **Any Other Business**

My GP App – will work alongside Patient Access app and offers a cheaper alternative for practices to contact patients as it uses data, like Whatsapp, so it’s free. Whereas text message have a cost to them. Both apps have positive and negatives, I’ll work through a couple of the issues in terms of proxy access to try and determine which is best for patients going forward. Please try and register for the app if you haven’t already. We’ll be actively promoting the app from January onwards.

Air Fresheners – LS mentioned the air fresheners in the ground floor toilets were rather overwhelming – CC to contact supplier as they have been changed from filters to sprays without the agreement from the practice and this may affect patients more.

1. **Standing Agenda Items**

**Staff**

CC – due to be on paternity leave early January.

AF – due to be on maternity leave end of February for approx. 12 months, the practice will recruit temporary cover.

**Prescription Message**

As previous – pharmacist appointments

**Patient Suggestions**

16 - Extremely Likely

5 - Likely

0 - Neither likely or unlikely

0 - Unlikely

0 - Extremely Unlikely

*“Only registered new to this practice a week ago and already seeing a big difference to my last one. Very friendly, helpful and understanding. The surgery is in a good location, has a pharmacy, parking and not forgetting how spotless the place is. So happy I am registered here now”*

*“Twice in one week I have found staff (e.g. Hannah) most helpful, also reception staff are always friendly and do what they can to help. In my experience all nursing staff also very friendly and put you at ease, every one of your GPs the same treatment!”*

*“Always helpful and friendly”*

*“Friendly, efficient and knowledgeable staff”.*

*“My appointment for minor surgery following the initial consultation was very quick. On both occasions the GP who attended to me were excellent.”*

*“I always receive excellent care”*

*“Friendly and helpful staff”*

*“Can’t improve”*

*“Depends on who you see from booking in to leaving, some aren’t quite as pleasant as others.”*

*“Dr Gall is very clear and concise. He listens and helps”*

*“Thoughtful and caring”*

*“Very helpful and friendly, need to be more helpful when booking appointment to see a doctor. Not told you haven’t opened the page for that day.”*

*“Excellent doctors and not a long wait to get an appointment, helpful receptionists and all round good service”*

*“Seen same day via triage contact”*

*“Always fairly easy to make an appointment, sometimes some staff don’t always return your call following an enquiry but that’s nothing major. Doctors and nursing staff are friendly.”*

*“Everything explained and very helpful”*

*“Lovely doctors and receptionists”*

*“Been with this doctors years best ever”*

**The next meeting is Tuesday 8th January 2019 18:00 at Newton Drive Health Centre.**