**PATIENT PARTICIPATION GROUP MEETING:**

**MINUTES OF THE MEETING HELD 9TH DECEMBER 2014**

**Present:** Mrs PM – **PPG Representative**

 Mrs PW – **PPG Representative**

 Karen Hirst – **Business/Practice Manager**

**Minutes:** LE– **Office Manager**

**PPG:** Asked if the patient questionnaires could be made less formal, they feel that patients find it difficult to answer the question selected and this can make them just tick anything. They had been to a the Health Watch meeting and it had been discussed that patients have difficulties attending the health care centre’s due to bus routes being restricted. This made them wonder what transport patients used to attend surgery and they thought this could be a question they could ask.

**KH:** Suggested that they devise their own questions to use for the questionnaire, this will then be discussed at the next meeting.

**PPG:** Have asked if it possible for them to have a DNA Audit?

**KH:** Advised that we do monthly DNA Audits and we collect this information for them and send it to them.

**PPG:** Asked what additional items are performed when the patients attend the clinic for their seasonal flu vaccination?

**KH:** Told the PPG that we the check the patients pulse and ask patients to fill in a Dementia clock test.

**PPG:** Advised that other surgeries are asking patients to fill out a questionnaire when they attend for their seasonal flu vaccination and was wondering if this something that the practice would consider?

**KH:** Told the PPG that we feel that during the Flu clinics there are more important factors to be address as in pulse and Dementia checks. The receptionist already gives out a lot of information and this would put added stress on to them, so unfortunately at the moment it’s not something the practice would look into doing.

**PPG:** Asked if the prescription procedures can be changed, as if you request a repeat prescription and when you receive your medication occasionally you have one item missing and you must make an appointment to see a doctor. This then makes the patient very anxious, as you may run out of tablets. They asked if it was possible we called the patient before to make them aware of this?

**KH:** Advised that practice policy on repeat medication is to always give the medication to the patients but advised them that they need a medication review appointment with a doctor. KH asked if she could look into this further to see if/why normal procedures haven’t been followed.

**KH:** Made the PPG aware that Nurse Practitioner Zoe had left the practice. KH is currently advertising for a new Gp and if this is unsuccessful she may look into getting another Nurse Practitioner. At present we have Locum nurses practitioners at the practice.

**KH:** Feedback about privacy in the reception area since the private booth has been removed for a new consulting room, is that we are in arranging for the intercom telephones we have purchased to be put it in the waiting room.

**PPG:** In the health watch meeting it was discussed if anything information was available for carers?

**KH:** Advised that we have no information for carers but we do have an information folder in Reception, this assists the receptionist, so that they can refer to if patients are requiring information on certain services. If we did receive any information regarding carers this is where it would be held.

**PPG:** Asked if we could inform them how many of our patients are carers?

**KH:** Advised that she will have a search done and pass this information on to them.

**PPG:** Asked about minor ailments and if it still advertised in pharmacies?

**KH:** Advised this service is still available to patients who live in Blackpool and St Annes.

**KH:** Informed the PPG the idea to have social workers working within the practices has been cancelled, as they don’t have enough social workers to cover. They are currently looking into having a named social worker to be attached to the practice for a point of call to contact.