**PATIENT PARTICIPATION GROUP MEETING:**

**MINUTES OF THE MEETING HELD 2nd OCTOBER 2013**

**Present:** Mrs PM–PPG Representative

Mrs PW– PPG Representative

KG – Admin Support to B/P Mgr

**Minutes:** KG – Admin Support B/P Mgr

**Apologies:** Karen Hirst – Business/Practice Manager

**Patient survey -** PPG carried out a survey in August 2013 - target population young families via our child development/immunisation clinics over a period of weeks.

Mrs McLean and Mrs Westmoreland collated the results/audit of this survey (copy attached).

Their findings will be listed on our website for all to view.

**KG:** Advised PPG that the front of the building, foyer and patient toilet had recently been decorated.

It was decided that hot water would not be laid on due to our not being able to adequately control the temperature (risk of burn), a hand sanitiser unit with anti-bacterial gel has been purchased and this will be installed in the next few days.

**PPG:** Acknowledged that they had noticed that the front/foyer had been decorated and it looked much brighter and improved. Toilet was viewed and found to be brighter and improved.

**KG:** Flu clinics would be starting this month. Last year we held ‘Drop in Clinics’ however we have listened to the feedback from patients and the comments from our PPG members so this year we have flu clinics by appointment.

**PPG:** Feel that patients will be much happier with this system.

**PPG:** Felt that the letter inviting patients to contact the Practice to make the appointment for the flu did not contain enough information. When both PPG members tried to make the appointment, they were advised that appointments were not being taken until 1st October. They felt that this information should have been in the content of the letter.

**KG:** Explained that the letter was sent out via Primary Care Commissioning Support (PCCS) and that we were not allowed to insert any details of dates/times nor were we allowed to select a date for the letters to be sent.

**PPG:** Thought this was not very good for either patients or The Practice, as it was a waste of time and money for both, trying to make appointments that were not available hence clogging up the phone lines. Both members will register their dissatisfaction with this at the next Healthwatch meeting.

**KG:** We are again assisting the Universities in training student doctors. We have medical students in The Practice every day except Friday. This experience is invaluable to the students.

**PPG:** We have in the past had appointments where the students have been present and we didn’t mind them being there.

**KG:** We are trying to encourage patients to think about their lifestyle and whether they would benefit from a change to diet, exercise or both. There are currently 2 projects running:

1. Patients can attend without referral from their GP.

Benefits include:- A free community weight loss and exercise programme-12 weekly group sessions at various venues followed by 9 months of support.

1. Patients referred by their GP will receive:- A personal assessment, 12 fortnightly sessions over 6 months, support from specialists in weight management and a further 18 months of follow up sessions.

**PPG:** Thought this was a good idea and took a leaflet with details on each.

**KG:** We have recruited a Nurse Practitioner who we are hoping will be able to commence work by the end of October. Explained that the Nurse Practitioner is a female member of staff with higher qualification than that of our Practice Sisters but not as qualified as our GP’s. This will ease the burden on GP appointments.

**PPG:** Were pleased that we had recruited a female member and as the lack of appointments was a concern that patients had spoken about during the survey, were also pleased that it would mean more appointments would be available.

**PPG:** Suggested that we should prepare a poster for the waiting room welcoming her to the team, and also advise patients of her capabilities. The patients will need educating as many will not know about Nurse Practitioners.

**KG:** Will mention this to Karen.

**PPG:** Most female patients would like a lady GP to be recruited at some time in the future.

**PPG:** Enquired if patients were still using the POD for BP’s.

**KG:** Confirmed that this was still being used to good advantage as it saves time for both GP’s and nurses and also can help to reassure patients.

**Healthwatch Meeting Feedback –** Mrs McLean attended the Healthwatch meeting on 25th September to represent The Practice.

Items discussed:

a) Many practices reported that they are still struggling to recruit PPG members.

Ideas put forward were:

1. Doctors could nominate patients who could be approached with a view to becoming PPG members.
2. If meetings were held early evening, this may encourage more working patients to apply.

b) PPG members have been asked to carry out a survey of how convenient the surgery that they represent is for public transport access.

c) Bispham Health Centre held an open day where 186 people attended to have their BP/weight checked. This was considered successful.

**KG:** Thanked the PPG for their work and commitment.

**Diary Dates:**

Healthwatch meeting on 13th November at South Shore Medical Centre.

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