**PATIENT PARTICIPATION GROUP MEETING:**

**MINUTES OF THE MEETING HELD 9th JANUARY 2014**

**Present:** Mrs PM –PPG Representative

Mrs PW– PPG Representative

Karen Hirst– Business/Practice Manager

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

**Patient survey results –** All patients with children under 5 that took part in the survey seem happy with the Health Visitors being based at Whitegate Drive.

**PPG:** Asked why the health visitors were no longer in The Practice and what problems they dealt with.

**KH**: Advised that it was not our choice to loose Health Visitors from The Practice. Health Visitors deal with the same things at Whitegate Drive as they did in The Practice ie weighing babies, feeding problems, providing advice and support to families.

Babies still come here for their 8 week check with the GP and for the immunisations.

We also follow up with the parents if they do not keep their appointment for 8 week check/immunisations and notify the health visitors if we don’t have any success so that the health visitors can try to visit the parents/baby.

Our district nurses have also been removed from The Practice and this is sometimes difficult for the GP’s as there is no longer any 1-1 contact. A GP has to ask our secretary to fax the D/N central office with requests for D/N visits and these are distributed from the centre. We cannot telephone direct.

**PW:** Went through various items mentioned at the last Healthwatch meeting.

Healthwatch have selected 4 target areas for this year. Two areas to concentrate on are COPD and health of children in year 5.

**PW:** Asked about the costs of patients attending A&E and whether this was charged to The Practice.

**KH:** Explained that the costs came from money allocated to the CQC. We do have software that produces a list of frequent attenders to A&E by name and we try to contact any of our patients who we feel misuse secondary care services.

**KH:** Advised that all of our patients with COPD have a care plan in place. This has been lead by Shah our pharmacist and Christine our practice nurse.

With the patients permission we are sharing this plan with secondary care, FCMS, ambulance service and A&E to assist them in making judgements when they have contact with the patient.

**PW:** Asked if we were aware that every 4 weeks at 1pm, PPG members and the public are able to go to the Town Hall to the Healthwatch Issues Group Meetings . Details are on the Healthwatch website.

K**H:** We were not aware of this.

**PW:** Asked about the shingles vaccines as the PPG were concerned about vaccine being wasted.

**KH:** The age for the recipients of this vaccine were set by NICE. The vaccine is very expensive and there was a shortage so we were limited to the number of vaccines that we could order. We have not wasted any vaccine here at The Practice.

**PM:** The Health check open day at Moor Park Bispham was a success.

**KH:** We would welcome any patient between the ages of 40>74 to come into The Practice for a health check. We are actively encouraging this. The Primary Care Assistant contacts our patients to invite them in for this health check. We also did this at the same time as running our blood pressure campaign.

**PW:** Asked how we select the patients to contact.

**KH:** Via the computer system which is called EMIS. Emis records all information relating to every contact, diagnosis, medication for every patient therefore we can search through our patient list using selected criteria to provide us with information according to what is required. We did this for blood pressure and health checks.

**PW:**  We need to decide what discussions we want to take to the next Healthwatch meeting .

**KH:** It is good that information is able to be shared between practices this way.

Weaknesses ie communication between GP’s and district nurses and social workers, and the 111 call centre would be a good topics for discussion as these are areas which could be improved.

GP’s would like dedicated social workers and district nurses who would be able to oversee work associated with our patients and be able to take ownership and responsibility.

**PM:** Asked if our Nurse Practitioner had commenced work.

**KH:**  Zoe started in December and is a qualified Nurse Practitioner. Zoe is more qualified than practice sisters but not as qualified as a GP. Zoe can prescribe, refer and attend to most patients needs.

**PW:** Maybe we should educate patients about the benefits of being able to obtain advice from Local Chemists for minor ailments which would free more GP appointments.

**KH:** Advised that reception have a list and already use these points as part of signposting.

**KH:** Thanked the PPG for their continued support.

**Diary Dates:** Next meeting scheduled for 25th March @ 10.30am \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*