**Patient Participation Group Meeting 27th March 2013**

The Practice apologised for the delay since the last meeting, future meetings will take place on a more frequent basis.

**Matters Arising From Previous Meetings**

**Health Promotions**

Since the last meeting the Health Promotion Care Assistant has left the Practice. The Health campaigns are continuing with more targeted notices being displayed in the Waiting Room. The PPG commented that the noticeboards did look more coherent and tidier.

We recently had staff in the Waiting Room for the National Non Smoking Campaign, with the jars of tar on display in Consulting Rooms and at Reception to show the impact of smoking.

The Practice continues to promote Smoking Cessation.

The PPG asked about the Blood Pressure machine and The Practice explained that patients were encouraged to use the machine. The PPG expressed an interest in promoting the use of the machine. The PPG also suggested that we promote the machine over the summer months when patients would not have to struggle with taking coats and jumpers off to use it.

**Waiting Room**

Children books are now available in the waiting room to help keep them occupied.

The PPG were happy with this.

**Flu Clinics**

A discussion took place about the flu clinics.

Obviously some of the patients were not happy with not being able to book in early for the clinics. The Practice explained that we understood these frustrations however patients were asking to be booked in at 9:30am for the first clinic when the clinic did not start until 1:00pm. A decision therefore had been made to accept patients from 10 minutes before the advertised start times.

Saturday morning clinics had seemed to work well, with patients queuing outside before the doors opened. As the Practice was only open for the clinics this did appear to run smoothly.

No discussion has yet taken place about the flu clinics for 2013/14, the PPG asked to be kept informed.

**Prescriptions**

 A question had been asked about charges for items on a prescription that the patient did not require (eg script has 3 items on it but the patient only requires 2 of them). The Practice advised that he had spoken to one of the local Pharmacies and they advised that in the above example, if the patient makes it clear that only two of the items were required then this is all that would be issued and charged for. The Pharmacy also advised that if the item was available and cheaper to buy over the counter then they would advise the patient of this. The PPG were happy with this explanation.

**Handwash in Waiting Room**

The issue of providing handwash in the Waiting Room has been raised with the Partners and it is not possible to do this at the moment, although it is currently available in the toilet.

**Décor/Waiting Room**

The Practice had recently undertaken a survey of patient’s opinions on a range of subjects from the Waiting Room, Staff and the facilities the Practice has available.

The results are awaited and the Practice agreed to keep the PPG informed.

**New Items discussed**

**Appointments**

 The Reception Manager advised that the Practice were aware that it can be difficult to get an appointment. Since the last meeting Dr Choudhury had left the Practice. We are actively seeking a replacement for Dr Choudhury and Doctor’s appointments were being supplemented by the use of Locums.

The PPG asked about how the triage system worked. The Practice explained the system and a discussion took place about appointments.

**Orthopaedic and Hypertension Clinics**

The Practice is now running Orthopaedic and Hypertension Clinics. The Doctors will invite patients to attend one of these clinics as part of their consultations. The PPG were happy that the Practice is offering additional services.

**Computer Upgrades**

The Practice will be having an upgrade to the Computer System it uses during the first week of May. As a result of the upgrade the services offered on the Internet will be impacted and patients may find that they may not be able to book appointments or order repeat prescriptions on-line for up to 6 weeks after the upgrade.

Patients should allow extra time when ordering prescriptions during this period. Patients may also be given advanced prescriptions to cover this period.

The PPG were interested in the improvements being made.

**Patient Access to Records**

The Practice is currently running a trial which allows patients access to their medical records via the internet. The numbers involved in the trial are limited and qualifying patients have been identified and contacted to invite them to take part. It was agreed to keep the PPG informed of the progress of the trial.

**Tannoy/TV Screen**

The issue of the Tannoy was raised. The Practice is aware that it can be a bit quiet sometimes. We are trying to extend the use of the TV screen when calling the patients through for their appointments. Notices have been placed in the Waiting Room to ask patients to look at the screen but obviously some patient education is required. The PPG were happy with this feedback.

**Healthwatch Patient Participation Group Meeting**

A meeting is being held at Blackpool Enterprise on Wednesday 10th April. The meeting is being run by Healthwatch Blackpool and will start at 5:30pm. Volunteers to attend are requested. Unfortunately those PPG members at the meeting are unable to attend so it was agreed to extend the invite to those members who were unable to attend today’s meeting.

**Patient Participation Group Meeting - October**

A meeting had taken in place in October externally and the PPG asked if anything had been taken forward from this. Unfortunately the Reception Manager had not been present at this meeting however he advised that he would look into this and provide feedback as soon as possible.

**Patient Participation Group – General**

The Practice is keen for the group to grow. The Practice asked that if members knew of anyone else that they thought would be interested in joining the group then could they ask them to contact the Practice Manager to discuss further. The PPG agreed to consider this when speaking to other patients.

**Meeting Closure**

As the last scheduled meeting had not taken place as planned, it was agreed to arrange the next one to prevent any future delays. The next meeting will take place on Thursday 25th April at 11.00am.