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| **Minutes of Patient Participation Group (PPG) Meeting****Held on Tuesday 28th November 2017 at Central Canvey Primary Care Centre** |
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| **Those Present**Samantha Baulch - Senior Administrator (SB)Jennifer White (JW), Jim Rhind (JR), , Karen Sadler (KS) Paul Senior(PS) Mary Wirdnam(MW) |
|  | **Action** |
| 1. **Welcome and Introductions**

KS welcomed everyone to the Patient Participation group meeting. New Member Mary Wirdnam was welcomed to the group and everyone gave their introductions. Apologies were given for Josephine Johnson, Tina Packman, Barbara Adams, Norman Crampton and Tom White.  |  |
| 1. **Agree Minutes of previous meeting**

Minutes of previous meeting discussed, and no rejections were received to practice by email or in person.  KS asked if any actions could be marked in bold text on the minuets to make it easier to see what needs to be actioned. SB informed the group that following last month’s meeting the surgery has contacted 600+ patients aged 16-30 by text message inviting them to join the PPG group. Unfortunately the surgery did not receive any interest from these patients. KS asked for an update on the PPG board. SB informed the members regarding the progress of the PPG notice board. Unfortunately this has come to a slight stand still, the surgery has invited PPG member Lee to arrange a mutual time to discuss concerns that Lee had previously risen with the surgery in regard to what can be put on the board. Lee did wish to meet with the centre management and CCG regarding the PPG notice board but the surgery does not feel that this would be appropriate or necessary as the purpose of the board was just to advertise the PPG Group. **SB to contact Lee Sayer to see if a date to meet can be arranged to discuss the PPG notice board.** KS asked how the surgery has got on with the practice newsletter. SB informed Karen that the newsletter was completed and sent by email to all members. KS has not received her copy. **SB to send a copy of the practice newsletter to KS**JR requested an update on the discussion that we had last meeting regarding the aligning of patient medication. SB advised that this is a working progress but the prescription clerk has already started work on aligning patient medication so that every item is due on the same day and the same amounts prescribed where possible. |  |
| 1. **Update from the Island Surgery.**

**New Electronic patient information screen**SB informed that group that following the comments from the previous meeting where members felt that the notice boards were not very easy to read and information was sparse the Practice Manager has designed a power point presentation with patient information on health topics and practice policies. The slide show will be put onto a TV screen in the reception area for patients to view whilst they are waiting for their appointments. The Partners have agreed funding for the new TV screen and the surgery is now awaiting permission from the landlords for the installation of the TV screen. The Practice has requested input from the PPG group for ideas of what information they would recommend the surgery to put onto the slideshow. The following recommendations were made on the night by the group* Did not attend (DNA) appointment information
* Cost of GP/Nurse appointments to reduce DNA of appointments.
* Patient Participation Group Information
* Overuse of Antibiotics
* Overuse of inhalers
* Updates of health issues (Stoptober, Flu Season, Cancer Awareness etc)
* Don’t waste GP time information- ( Information on when to see your GP)

NB: If any members not present at the meeting wish to make any suggestions please contact Samantha Baulch at the surgery. **Patient Choice Award**KS congratulated Dr Ana Linacero-Gracia on winning the patient choice award. SB informed the members of what the patient choice awards are and that Dr Ramoutar was also nominated for the patient choice award as was runner up.   |  |
| **4. Any Other Business****CQC**SB advised that we do not have a new date for our inspection as of yet but the surgery will keep the group informed when they hear anything from the CQC. KS encouraged all PPG members to liaise with the CQC inspectors when they are contacted and to give a honest report of how they find the Island Surgery PS informed SB that he received a text from the surgery following an appointment with details of the Friends and Family Test. PS felt that the message was difficult to read and wondered if there was another means for communicating this with the patients. SB advised that you can also complete the survey in writing, on the practice website or by using the SystmOnline app if a patient has access to their record online. MW informed the group that she works within the community and has 30 of the Island surgery patients on her list. Mary has asked the patients if they have any questions for the surgery. * *Q1* *Are the surgery employing a new Nurse?*

Yes the surgery has employed a new nurse. Her name is Sharon and she will be joining the practice on 29th November 2017. Sharon will be the lead nurse in respiratory disease (COPD, Asthma) along with all other general nursing duties. * *Q2 Will the surgery be stopping pain relief medication and are there any exclusions eg: Patients with terminal illness*?

At present the surgery are still issuing Paracetamol for patients with chronic disease but in the near future the surgery will no longer be able to issue Paracetamol medication on NHS prescription. This policy comes from NHS England, Medicines Management and there will be no exceptions. * *Q3 patients have called the prescription clerk and have been unable to reach her on line 2. Is the phone working and is it manned all day?*

The prescription clerk phone line is manned for the majority of the day. If she is on the line or away from her desk a voicemail facility should be available where patients can leave their details and she would return their call. SB to alert Practice Manager who will look into this. *Q4 MW has 10 patients on her list that are currently having chemotherapy. Patients are not able to get booked in for urgent blood tests at the Island surgery. Is there any way that the surgery can make exceptions for urgent blood tests for Cancer patients?* Unfortunately due to lack of nursing staff and Flu season we only have a limited number of blood test clinics running at the Island surgery at present. The service is not a contractual requirement and is a service that the surgery would like to offer our patient but at present it is not a priority. There are two clinics on Canvey Island that offer blood test appointments. If a patient is housebound then the surgery can arrange for somebody to come home to the patient for their blood test. If a patient has an urgent blood test form they can sit and wait at Southend Hospital blood test clinic Monday- Friday 8am – 4pm, If a patient needs assistance getting to Southend Hospital they can call the Southend Hospital Transport line.  |  |
| END OF MEETING Date of next meeting 6th February 2018 - 18:30pm |  |
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