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**Fall**

Throckley Primary Care

Patient Participation Group

Minutes of the Patient Participation Group Meeting

Tuesday, 3rd December 2014

Present: Dr V Blaylock (GP), Mandy Curtis (Reception Manager), Pamela Farmahan (Practice Nurse)

Patients: WD, BP, JH, RC, SG, BT, VB, JB, MW, AW, MN, RC, MB, CO, LW, BR.

1. **Welcome new members to Patient Participation Group.**

Dr Blaylock welcomed members and thanked everyone for coming to the meeting. Special thanks to the new members for coming along it is greatly appreciated, and also a big thank you to the members who attended the annual event in September who were brilliant in recruiting our new members.

1. **Review minutes from previous meeting.**

Minutes reviewed and agreed.

1. **Terms of Reference.**

Dr Blaylock explained our terms of reference for the purpose of these meetings. No objections were received from members, agreed.

1. **Draft Constitution**

Dr Blaylock presented our Draft Constitution. No objections were received from members, agreed.

1. **Fiona James - Healthworks**

Fiona presented information on a new service which will begin in March 2015 called Ways to Wellness. (see presentation attached).

1. **CQC (Care Quality Commission) Visit**

Dr Blaylock explained to members that all GP Practices are now to be inspected by the CQC. Our inspection is on Wednesday 10th December 2014 and they would like to speak to one or two PPG members. WD and BP are happy to talk to them about the Practice, Dr Blaylock also informed members that on the day of inspection if any other members would like to come in to talk to the inspectors that they are welcome to do so.

1. **Friends and Family Test (FFT)**

Dr Blaylock informed members that as of Monday 1st December 2014 all GP practices are part of the Friends and Family Test scheme. This is a source of feedback that hospitals have been involved in for some time which has now been filtered out into primary care. We have a table in the waiting room where patients can discreetly complete a small questionnaire on our service, the questionnaire can also be completed on-line via our website.

1. **Feeback from Patient Forum Meeting.**

Mandy attended the Patient Forum Meeting on 6th November 2014 @ Denton Burn Methodist Church. This is a meeting held by the CCG (Clinical Commissioning Group) to enable PPG members from all of the Newcastle West Practices to meet and gather information and be involved with decisions about what the CCG does.

The meetings are held every 3 months and this particular meeting topic was COPD (Chronic Obstructive Pulmonary Disease). There were a number of speakers talking about the work that has been done with patients who have COPD to improve the quality of care they receive. There was also a speaker from Patient Online who explained that they are planning to improve the online patient service, in addition to being able to book appointments and order prescriptions you will be able to see your allergies and any adverse reactions by March 2015 and plan that in the future you will be able to see your vaccination history, test results, consultations and documents from outside organisations.

The next meeting topic will be Mental Health, date and time to be confirmed.

1. **Action Plan 2014/15**

Agreed

Possible future topics suggested by members, text message reminder service.

1. **Review Patient Feedback**

Dr Blaylock presented the patient feedback we have received since our last meeting (see attached).

1. **Any Other Business**

Dr Blaylock informed the group that we had an enquiry as to why the vaccination against shingles was only available to certain age groups, she researched this and has found that it is a nationwide scheme and the government have only made available the correct amount of vaccines for those eligible so it can only be given to those people who meet the criteria.

Dr Blaylock informed the group that we are due a website upgrade but have delayed this until after our CQC inspection.

RC asked about the possibility of the patient call board in the waiting room being moved into the middle rather than on the left hand side as he noticed that when patients sit on the left their view of the board is obstructed. Mandy will speak to Practice Manager about this and report back at the next meeting.

WD asked about the possibility of staff from the local care homes attending future meetings, Dr Blaylock will invite them.

WD spoke on behalf of PS who could not be at the meeting about our on-line service, she asked if it were possible for the pop-up boxes for the telephone number to be more obvious. Mandy to look into this and report back at next meeting.

RC (new member) commented that he and his partner were unsure as to what to expect from our meetings but said they have enjoyed it very much and thinks the meetings are very worth while.

Dates and times of future meetings

Tuesday 3rd March 2015 1.30pm - 3.30pm

Tuesday 2nd June 2015 1.30pm - 3.30pm

Tuesday 1st Sept 2015 1.30pm - 3.30pm

Tuesday 1st Dec 2015 1.30pm - 3.30pm