08

**Fall**

Throckley Primary Care

Patient Participation Group

Minutes of the Patient Participation Group Meeting

Tuesday, 8th September 2015

Apologies: BP

Present: Dr Victoria Blaylock (GP), Linda Taylor (P.A. to Practice Manager), Mandy Curtis (Reception Manager),

Patients: RCurr (Chair), PS (Vice Chair),RC, MB, JC, MS, CO, BT, JB, JG, HC, ER, PS, CI.

**Welcome and introductions.**

Rae Curry welcomed everyone to the meeting and introduced himself as the current Chairman of the Patient Participation Group and invited everyone else at the meeting to introduce themselves.

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

At the last meeting it was suggested that we have a mission statement. Dr Blaylock presented this to members but they felt that this was more of a mission statement for the Practice rather than for the PPG. LT suggested that this was covered in the PPG Terms of Reference which all members should have had access to. A copy is attached for members to view.

1. **Flu Clinic – Saturday 3rd October 2015**

Dr Blaylock informed members that this year our annual flu clinic is on Saturday 3rd October 2015. RC wondered if we should hold a promotional event on the day to recruit more PPG members. The majority felt that this was not needed as we have quite a good number of members in the group at the minute.

1. **Appointment Audit Summary**

VB presented appointment data from a period in March of an audit that has been undertaken by Dr Grainger **(Slides attached).** Members found the information very interesting.

1. **Ways to Wellness Drop-in Clinic**

Linda explained to members that we now have a Ways to Wellness service available at the Practice. You can be referred by one of the clinician or alternatively there is a drop-in clinic held here every Wednesday from 11.30 to 1.30 where a representative from the service is available in the main foyer to talk to. The service is available for people aged 40-74 who have a long-term condition, i.e Chronic breathing difficulties, Asthma, Diabetes, Heart Disease, Epilepsy or Osteoporosis. They provide non-medical support from specially trained Link Workers who work with patients within the local community on the specific areas that help is needed.

1. **Review Patient Feedback (June and July) and Friends and Family Test (FFT)**

Dr Blaylock presented feedback to members that have been received by the Practice in June and July. **(See attached)**

1. **Feedback from Patient Forum Meeting**

Linda and PS attended the recent Patient Forum Meeting held on 3rd September at UCan Room, Westgate College. Member attendance numbers for this meeting is quite low so Linda strongly encouraged members to attend them whenever possible, the meetings are very informative and interesting. At this meeting there were three presentations **(see attached).**

The next Patient Forum Meeting will be held at The Beacon Centre on 5th November 2015 (Agenda to follow) where some of the topics that will be discussed are Urgent Care, GP out of hours service, Diabetes and End of Life Care.

1. **Action Plan 2015/16**

Items for the action plan 2015/16 were discussed and agreed, they will be;-

1. Promotion of services that the Practice provide and promotion of our appointment system – ***A new brochure is in progress.***
2. Staff Information Board (including photographs of staff members) RC to update – ***In progress.***
3. To look into the possibility of a text messaging reminder service to reduce non-attendance – ***Unfortunately we have now had confirmation that this service is unavailable to us at this time due to cost implications.***

Brenda asked about the current situation on 7 day access to a GP surgery. Dr Blaylock said that we as a Practice have heard the stories in the media the same as everyone else but other than that we do not know anything more. She suggested this could be a good topic for the next meeting to discuss if patients felt that there was a need for this service.

June asked when our on-line services will start as she had recently been told it was not available yet. Linda informed her that it had been up and running since 1st August, Mandy will check that all reception staff are up to date with this information.

1. **Speaker – Martin Bell, Lead Practice Manager for Newcastle/Gateshead CCG.**

Martin delivered an overview of how the Clinical Commissioning Group operates and it’s origins. He provided members with an idea of what they can expect when they attend a patient forum meeting and what the benefits to them would be.

1. **PPG Members Feedback**

Members were asked if they had any suggestions for future speakers for our PPG meeting? RC suggested the Samaritans, Linda suggested Way to Wellness. Members agreed that these are subjects that they would be interested in. Linda will look into.

1. **IT Services**

**New Clinical System**

**Online Services**

Our new online service has now been up and running since August, this is a convenient way for patients to order prescriptions on line and allows patients access to some of their medical information.

**Text Reminder Service**

Unfortunately the text reminder services is not possible due to lack of funding so this would incur sizable costs to the Practice. PS asked if the descision for funding could be challenged. LT to enquire.

1. **Agree dates and times of next meetings**

Linda proposed that future meetings take place on a Thursday as this is a better day for Dr Blaylock and Linda, members agreed to this.

Next meeting – Thursday 26th November 2015 @ 1pm.