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**Fall**

Throckley Primary Care

Patient Participation Group

Minutes of the Patient Participation Group Meeting

Tuesday, 24th March 2015

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

Patients: RCurr, ER, SG, WD, CI, PS, AW, MB, RCum, JG, CO, BP, JC, JH, BT, LW, JB.

**Welcome and introductions.**

Dr Blaylock introduced herself and welcomed members to the meeting and thanked everyone for coming along. Linda Taylor and Mandy Curtis introduced themselves to members.

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

Minutes reviewed and agreed. Some members mentioned that they did not receive minutes of the last meeting were informed that due to the cost implications to the Practice we are unable to post out paper copies of the minutes, we do however e-mail minutes to those members who have this facility. The minutes are also on our Practice website and a copy is in our Reception Area in a Patient Information folder along with lots of other PPG/Patient Forum/Patient Survey and Friends and Family related information.

1. **Staff Update.**

Linda informed the Group that Mandy Curtis had been promoted to Reception Manager. A huge well done to Mandy.

Linda also informed members that Daniel our Apprentice Receptionist has now gained full time permanent employment with the Practice, congratulations to him.

1. **Care Quality Commission Visit.**

Dr Blaylock informed members that we had our CQC assessment on 10th December 2014. It all went very well and was thankfully not as scary as we thought as our inspectors we very friendly and approachable. Feedback from them on the day was very positive and there were no areas for concern. We have very recently had our full report back from them and the Practice has been rated overall as ‘good’.

The five main categories they looked at were;

Are services safe?

Are services effective?

Are services caring?

Are services responsive to patient’s needs?

Are services well led?

We were given a 'good' rating for all of these apart from well-led which was rated as 'outstanding'. The report should be available from the beginning of April 2015 and will be displayed on the website and in the Patient Information folder in Reception.

Dr Blaylock also thanked the members of the group who spoke to the CQC Inspectors on our behalf.

1. **Julie Marshall (Speaker) – Healthwatch.**

Julie came along to talk to members about Healthwatch. This is a service that offers patients a way to access information on health services. It is a free phone telephone number and is available 9am-5pm Monday to Friday. They help by contacting the service you require and give them your details for them to contact you. They are also a feedback service, they will listen to any comments you may have (good or bad) and feed the information back to the service concerned.

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

Linda presented to members the results of our Friends and Family Test for January and February 2015. (See attached)

Some members disagreed with some of the negative comments about the appointment system, CO and RCur expressed that the system is very good and all members agreed with this.

Feedback on the waiting area from RCum – Patient call board (Jayex) should be in the middle above the reception desk as when sitting on the left hand side of waiting room it is not fully visible. Also feedback from PS – Text on the board is not always easily readable as it breaks up in mid sentence. Mandy will look into these points and feed back at the next meeting.

1. **Feedback from Patient Forum Meeting.**

Linda informed members that Mandy and BP (Patient member) and she had attended the last patient forum meeting held on 5th February 2015 which on this occasion focused on Mental Health. The Deciding Together project was discussed. Linda stressed to members the importance of patient attendance at these meetings; this is your chance to have your voice heard and to make a difference to the medical services delivered in your area. The next meeting will be held on Thursday 7th May 2015 from 2pm – 4.00pm. The venue is yet to be confirmed, however, it is very likely to be the Carnegie Building, Atkinson Road, Benwell.

1. **Action Plan Update – 2014/2015.**

Practice Brochure – the brochure is now completed in a draft format. LT asked if she could have a volunteer to look at the brochure and give a patient’s perspective. PS kindly agreed to do this and we will feedback at the next meeting.

Medication reviews to be reduced – Dr Blaylock advised the Group that much work had been undertaken by the GPs and our Pharmacist to reduce the medication reviews for our patients thus reducing the amount of visits patients had to make to the Practice. Dr Blaylock also informed the group that the Pharmacist was available to be seen by any patients who had any medication queries.

Text Message Reminder Service – this service is no longer possible though a new service is likely to be launched. There will be a cost to use this new service so the Partners will need to discuss this at a Partners Meeting.

1. **Action Plan 2015/2016 – 3 items to be agreed.**

Members asked to bring ideas to next meeting.

1. **Standard Reporting Template to be finalised.**

The Standard Reporting Template was reviewed with members and agreed.

1. **Review Patient Feedback**

All Patient Feedback received since the last meeting was reviewed and discussed. The PPG members did not agree with some of the negative feedback regarding the Appointment System. The members felt the Appointment System was working very well and they were very pleased with it.

1. **Any Other Business**

Linda informed members that out Practice website has now been upgraded and invited everyone to have a look at it and she hoped everyone liked it.

Linda informed members that from April patients using our online services will have access not only to telephone appointments and medication, but to information on medication, allergies and a brief medical history. Linda asked if anyone would like to volunteer to register for this, JB agreed to this.

A question was raised by WD regarding new medication prescribed by hospitals – Dr Blaylock explained that when we receive correspondence from hospitals if an action is needed it is passed to the patients usual GP who would make the required changes and the patient is informed of this either by telephone or letter and a prescription made out.

Dates and times of future meetings

Tuesday 19th May 2015 1.30pm - 3.30pm (\*\*please note new date)

Tuesday 1st Sept 2015 1.30pm - 3.30pm

Tuesday 1st Dec 2015 1.30pm - 3.30pm