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**Fall**

Throckley Primary Care

Patient Participation Group

Minutes of the Patient Participation Group Meeting

Thursday 26th November 2015

Apologies: BP, PS, WD

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

Patients: RCurr (Chair),CO, MO, CI, MS, JC, BT, ER, JB

**Welcome and introductions.**

RC 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.**

Agreed.

JC commented that she thought that the presentation from Martin Bell at the last meeting was very good and she enjoyed it a lot, all agreed. Linda will pass this on to Martin.

1. **PPG Christmas Party – Venue Percy Arms at Walbottle, 6pm on Wed 16th December 2015.**

PPG members interested in attending brought in payment to the meeting. Dr Blaylock, Linda and Mandy will attend from Throckley Primary Care

1. **GP Registrars**

RC informed members that we have two new registrars who started working here with us in August, Dr Hannah Randles is with us for 1 year and Dr Heather Garthwaite is with us for 6 months.

1. **Review Patient Feedback**

Dr Blaylock ran through all of the patient feedback with members, (see attached) she asked members if they can think of a way to promote appointment system following a negative comment. Members felt that what we do already is sufficient they felt that the negative comments are more to do with individual patient’s expectations. Following a positive comment JB agreed we as a Practice were excellent compared with her old Practice, she also commented that she is so impressed with all of the staff especially the very helpful and friendly reception staff.

1. **Feedback from Patient Forum Meeting**

Unfortunately neither Linda nor Mandy were able to attend the last patient forum meeting but JC very kindly attended on our behalf. She fed back to members first of all that the group have been trialing various different venues this year and it has been agreed that the permanent venue has now been agreed and it will be the Beacon Centre on the West Road. She reported that the meeting was very interesting; however the presentation by Mark from Urgent Care on education of the use of Emergency Services was spoiled slightly due to lots of interruptions from patients who seemed to want to give their personal views/experiences.

The next meeting will be 28th January 2016 at Beacon Centre; topics for future meetings will include End of Life Care, Diabetes, Cancer and Mental Health.

1. **Action Plan 2015/16**
2. Promotion of Practice - Brochure in progress!
3. Staff information board - In progress, RC is very kindly doing this for us. Will hopefully be ready December 2015/January 2016.
4. Text Messaging Service – Still not available due to cost implications. VB informed members that missed appointments is not such a massive issue now due to the telephone appointment system. Members asked if there has been a noticeable difference since changing the system, VB and MC agreed it had as “DNA’s” are mow much less frequent.
5. **Speaker – Steve Brown from Ways to Wellness**

Steve Brown is a link worker for Ways to Wellness provided a presentation for members on the service they provide. He provides a drop in session here at Throckley every Tuesday afternoon from 3pm to 5pm. (The day of the week has recently been changed as it was felt that there were more patients in the Practice on a Tuesday compared to a Wednesday)

1. **PPG Members Feedback**

PS was unable to attend the meeting but asked us to discuss the following item:–

Health Research Studies – PS would be happy to share the experience of her (and her husband) working with “A Protocol for Driving and Dementia” and to show us the document the study has produced in the new year when it is near completion.

Following this, members asked about people driving when they do not appear capable. JC feels a driving assessment should be done every 5 years once a person reaches a certain age. Members discussed this along with other problems such as sight problems VB asked if anyone would like to be involved in medical studies – Members agreed they would be happy to do this depending on what was involved.

Possible future speakers were discussed, LT will speak to PS about speaking to members about her involvement in health research and she will also speak to PALS to see if they can speak at the March meeting.

1. **IT Services**

**Electronic Prescribing** – new service where your prescription is sent electronically to a chemist of your choice. Members who have had experience of this have found it very good, “excellent service”.

**Online Services** – This service is now up and running again for patients who wish to book an appointment, order a repeat prescription or view the summary medical records. All patients MUST register again for this service and provide 2 forms of ID. The Practice would like to promote this service as only a small percentage of patients have signed up so far. VB suggested that this could be a possible future item for the Action Plan? MO asked about which details will be shown online when this goes live in March, LT explained at this point it will only be a summary but in the future full records will be available. The reason for this is surveys found that patients wanted their records to be more transparent. JC commented that we no longer attach yellow reminder slips to prescriptions when medication reviews are needed. MC said that message on the repeat slips are not as obvious as with the previous system, she will enquire if there is anything we can do to make it more obvious although with Electronic Prescribing being so successful we are now dealing with a lot less paper prescriptions so will be unable to catch these as often as we used to.

**Facebook** – we now have a Throckley Primary Care page to share Practice information, please visit and “like” our page.

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

Thursday 24th March 2016 – 1.00pm-3.30pm

Thursday 23rd June 2016 – 1.00pm-3.30pm

Thursday 29th September 2016 – 1.00pm-3.30pm

Thursday 15th December 2016 – 1.00pm-3.30pm