

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 17TH JULY 2014

Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Dr M Bone

Lisa Wilkinson – Administration Lead

Patients

Allan Bulmer

Elizabeth Black

Richard Black

Dorothy Christie

Robin McWilliams

Iris Robbins

Guests

Dipu Ahad – Health and Race Equality Forum (HAREF)

Apologies

Angela Wall

JW welcomed new members to the meeting and thanked them for attending.

Dipu introduced himself and explained the work of HAREF, interesting discussion around Equality and Diversity. Dipu explained that there are barriers between different cultures but these are getting better with generations. Dipu offered to run a workshop for staff/PPG Group Members at the surgery. JW will set this up sometime in September.

Action JW

JW informed the group that this year the Patient Participation Direct Enhanced Service has to list 3 key priority areas. The practice has a long standing Patient Participation Group so even if the practice did not sign up to the Enhanced Service, these meetings would continue.

However, Dipu was invited to try and assist the practice engage more Ethnic patients. The practice has tried many times to invite new people to the meeting but there are many restrictions, however we will keep offering patients to join, there is also a virtual group in which patients can participate. We will send all patients the minutes of the previous meeting and an agenda for the next scheduled meeting. All information is also on the website so patients have a chance to raise issues or ask questions from the virtual group.

JW mentioned that the practice is also on Facebook and Twitter – however Dipu did mention that sometimes ‘social media’ can be abused. The practice takes this on board and will ensure that patients use the correct channels if they wish to discuss issues with the practice.

Minutes of the Previous Meeting March 2014

JW updated the group on actions from the previous meeting:-

Text Message Appointment Reminders

The practice continues to offer this service free of charge to patients to remind them of their appointment. This service is also advertised on the Practice newsletter.

DNAs (Did Not Attend)

This will be a continuing issue and the practice policy will be continued to be updated and enforced. JW explained the policy as that patient who has missed several appointments will be asked to re-confirm their appointment otherwise the appointment will be removed.

JW raised suggestion that other practices are using the Text Service to inform patients that they have missed an appointment – however JW stressed that this should be used in a positive way. Suggestions from the group were to say ‘we notice you have missed your appointment, if you are still unwell and need to re-book please contact the surgery’. Agreed to trial this for a short term to see the response.

Discussion about telephoning the patients if they do not attend, it was clarified that many patients who do not attend are contacted as it may be that they have missed a review for their condition i.e. Chronic Disease Reviews etc

Retinal Screening

Still problems with Retinal Screening and Podiatry being run by different organisations as patients now need to attend 2 appointments. Mrs Black did explain that she contacted the Podiatry Dept and explained that she would find it extremely difficult to attend 2 appointments and wanted podiatry and retinal screening on the same day. This was arranged for her but not all patients will have this service. Practice to liaise with the Diabetic Service to highlight the problems patients facing with the 2 appointment situation.

Action: AW

Potential New Surgery at Benwell

Discussions still ongoing with the Hospital. The Dentist and Chemist have also been invited to attend the discussions regarding the potential for a new building incorporating community services near the Benwell practice. The building at Caroline/Maria Street was discussed. The practice could not afford to go into this building as practices are continuously facing increasing financial pressures. Practices are still offering the same high quality care but the amount of work is continuously rising. This new building was very expensive and the practice felt it was not feasible with the changing climate to enter into this scheme. The potential new surgery at Benwell will also be cost permitting. JW will keep the group updated.

Action: JW

EPS (Electronic Prescription Service)

Still a few problems with some chemists with regards to the EPS Service. If patients have experiencing problems then the practice can report these incidents on the SIRMS site (Safeguarding Incident & Risk management System). Everything reported is accessed by the CCG (Clinical Commissioning Group) and work can proceed to rectify any problems. Please inform JW of the problem.

Action: All

Matters Arising/General Discussion

Scotswood/Grainger Practices

These practices will have been in the news recently with regards to them going out to tender. Grainger is being managed by Care UK and they wish to end their contract early, Scotswood was NDUC, currently Holmside Practice. NHS England are hopeful that the practices will be successfully tendered for. JW will keep the group informed.

Action: JW

Apprentices

The practice is engaged in the Apprenticeship Scheme with Newcastle City Council. Our apprentice Emma whom we took on June 13 has been given a permanent position with the Practice in June this year, Kelsey our second apprentice commenced with us in January and is an asset to the team. We will invite one or both Emma/Kelsey to the next meeting if they are available.

3 Priorities for the Group

After discussion it was agreed on the below key priorities for the group:-

1. DNA/Text Messages. Patients and practice trying to reduce the amount of DNAs in the practice and to educate patients to cancel appointments if they can't attend to free this up for someone else.
2. Tablets/Medication Reviews/Notices Boards. Quite a few queries regarding understanding what tablets are for which problem and when medication reviews are done. Could also be useful to have a notice board to update patients.
3. Guest Speakers. Patients feel it would be very useful to have guest speakers at the meetings.

JW will arrange for the Practice Pharmacist to attend the next meeting as there were a few queries relating to medication and understanding why the GP changes medication, why they are on medication long term and when medication reviews are carried out. MoN explained that if anyone is unsure about their medication, they need to make a specific appointment with the GP as asking at the end of an appointment is not appropriate as the GP does not have the time in a 10min slot to explain fully.

Lisa will also try and contact the British Red Cross (North West Carers Group) to talk to the group.

Date of Next Meeting

The date of the next meeting was agreed in September.

Date: Tuesday 23rd September 12noon at Kenton site.