

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 20TH OCTOBER 2011

PRESENT

David Thorne – Chief Executive Newcastle Bridges Consortia

Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Angela Wall - Lead Practice Nurse

Lisa Wilkinson – Supervisor Kenton

Patients

Lilian Santarelli

Allan Bulmer

Clair Williams

Norman Curry

- 1. Introduction and Welcome.** Margaret thanked everyone for coming. Julie introduced David Thorne Chief Executive of Newcastle Bridges Consortia – David talked about the problems affecting Podiatry and how the Consortia can help solve the problems. Julie also explained that patients can join the 'virtual patient participation group' if they are unable to attend the meetings – they will receive the minutes of the meeting and be able to offer their views and still make a difference.
- 2. Podiatry.** David gave examples of the costs involved in patients going to hospital for podiatry related problems, rather than seeing the podiatrist – it is much more cost effective and in the patients' interest to have access to a podiatrist.

David explained that there is a big project being undertaken by the Consortia on Diabetes and Podiatry fits into this project. What the Consortia want to achieve is to create a New Specification on Podiatry to make the system more user friendly for the patients. David asked for any volunteers from the practice to help re-design this service ready for 1st April 2012. No service as yet in the Health Service has been designed by patients! Mrs Lilian Santarelli volunteered to assist as she has first hand experience with the Podiatry Service.

David also explained that at present there is a regional shortage of Podiatrists and currently the City has 135hrs of Podiatry time that they cannot fill due to lack of podiatrists – this will also be an issue the Consortia will be looking into.

David was also concerned if patients were paying to go private for Podiatry? Margaret explained that patients at a previous Patient Participation Meeting had informed the practice that in between Podiatry appointments they did pay someone to come round to the house.

Patients suggested having a 'Drop in Clinic' for Podiatry and a list of suppliers of Specialist Shoes. This will be discussed during the re-design of the service.

Angela also explained how we treat and monitor diabetes in the practice. It is a Nurse Led service with GP support as required.

1. **Patient Charter.** Julie explained that the Patient Charter has been drafted and been sent to the Consortia for Ratification so that it is patient friendly for all types of patients such as patients who are colour blind, have learning disabilities etc. The group agreed that the Charter was a good idea as this states clearly what is expected of patient and the surgery. Once a patient signs the registration form they are signing a contract with the practice which includes their conduct and behaviour – the same is expected of practice staff.

Patient Questionnaire. The practice would very much like to receive the views of the patient the practice serves. We need to

ensure that we are offering the best service and to do this we would like patients to complete a questionnaire. Julie explained the questions to the group and they were happy to complete this information. Julie will ensure this questionnaire is available both in the surgery and on the website for all to share their views.

Newsletter. The practice are currently finalising the practice Newsletter – Winter Edition. Discussion over what to include in the newsletter proved valuable and the practice will include Surgery Closures, Extended Hours appointments as well as relevant services to the time of year such as Flu Vaccination Clinics for this edition.

The Newsletter will also aim to do a brief ‘A day in the Life of.....’ This will be a professional in the practice so that patients can understand what that professional does during the working day. The Winter Edition will include ‘A Day in the Life of a GP’ written by Dr Bone. The Newsletter will be available very shortly and patients can sign up to receive this electronically.

All agreed it would be good to have a newsletter to keep patients up to date.

Patient Discussion and Feedback

- Patients who Do Not Attend their appointment was raised. Julie still produces the figures each month of the time wasted by patients not attending their appointment or not contacting the surgery to cancel the appointment.

The surgery does have a policy, patients are written to advising them they have missed appointment and if it continues they will be written to asking them to re-confirm their booked appointment. If this fails then a discussion with the GP Partners takes place and the option is that they will have a ‘Telephone Consultation’ with the GP the next time they require a routine appointment. Patients agreed this would be a good idea.

- Violent Patients were also raised and how they affect the surgery. Unfortunately the surgery does experience this but

very few and far between. Again, the practice has a policy in dealing with these patients and if the patient cannot be pacified then the police will be called.

- Patients were also interested in the Health Checks the surgery are undertaking. Angela explained that patients aged over 40 years old, without pre existing conditions are asked to attend the surgery for a health check. This includes Blood pressure and blood tests and undertaking a risk assessment for the risk of having a heart attack or stroke in the next 10 years. The Health checks will be taking place over a 5 year period.

Next Meeting

To be scheduled January 2012