

# BETTS AVENUE MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 23<sup>RD</sup> OCTOBER 2014

### Staff

Margaret O'Neill - Assistant Practice Manager  
Julie Wade – Practice Manager  
Angela Wall – Lead Nurse  
Lisa Wilkinson – Administration Lead  
Chris Ollerenshaw – Practice Pharmacist

### Patients

Allan Bulmer  
Elizabeth Black  
Richard Black  
Mr G Reid  
Robin McWilliams

### Apologies

Dr M Bone

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

### **Minutes of the Previous Meeting July 2014**

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

### **Equality & Diversity**

Due to compassionate leave, this training has not been arranged. However, staff will be able to undertake this as e-learning.

### **Text Message Appointments**

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. There are still quite a number of DNAs each month.

The practice aims to try and target the young generation and have a display board at Kenton – need to try and change the culture for patients to contact the surgery if they are unable or no longer need the booked appointment.

### **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.

### **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.

### **GUEST SPEAKER**

This meeting, the practice has invited the Practice Pharmacist to talk about his role in the practice and how he can assist patients.

Chris explained that he is reducing the practice spend on drugs as the practice was 12% overspent in financial year 13/14. So far in this current financial year of 14/15 there has been significant reduction.

He has achieved this by working more closely with Secondary Health Care by looking at post discharge drugs.

He also is involving patients to discuss if any of their medications are needed as some patients have very complex prescribing.

Patients at the meeting were very interested in what Chris was explaining.

Chris is also able to see patients in clinics, he is there to help patients with their medication and also ensure value for money.

### **Graffiti Benwell Premises**

Earlier in the summer the practice at Benwell was vandalised with Graffiti. Now that the darker nights have arrived the practice aim to have this graffiti removed. A local MP has also been involved but was surprised to hear that we have had no complaints about the graffiti from patients.

### **Ways to Wellness**

This is a social prescribing scheme that is due to commence in January. It aims to pool all the social activities within the area to help patients where maybe medication is not needed. At the present time, the practice does have a referral system in place but with there being so much social activities on offer; it is difficult to ensure that the patients are signposted to the relevant area. Ways to wellness will assist the practices with this and refer the patients to the best suited activity.

### **Date of Next Meeting**

The date of the next meeting was agreed in January 2015.