**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**WEDNESDAY 4 February 2015**

In attendance-

**Penny’s Hill Practice staff-**

Maria Kay (Practice Manager), Jacqui Balston ( Assistant Practice Manager & data manager), Lynette Bouchex (Operations Manager and Assistant to the Practice Manager), Kathryn Owen (IT Administrator), Sister Sue Morse (Senior Sister & Treatment Room Manager), Dr Geoff Hamp (GP partner)

**PPG Members-**

Graham Hustings, Michael Martin, David Rogers, Douglas Scott, Edouard Sefton, Sally & David Parkinson, Steve Jones, Alan Wakeford, Celia Bell, Geoff Voisey, Angela Evans, David Harrison, Graham Hustings, John & Francis Kelland, Vanessa Brown, Eileen King, Pauline & Gerry Needham, Heather & Alan Purser

**Apologies-**

Dianne Cooke, Marilyn Adcock, David Atkins, Jennifer Jenkins, Peter Hook, John Pike, Peter Aston, Yvonne Moores, Muriel Portugal, Steven Walker

**Agenda**

1. Welcome
2. Actions arising
3. New priority areas brought forward from last meeting
* Pathway to surgery for disabled
* Phlebotomy
* Dementia friendly practice
1. Hearing at the PPG meetings
2. Next shingles/pneumonia clinic
3. Flu vaccinations for patients with a chronic disease-update
4. New staff
5. Asthma appointments
6. Letter invites/email follow ups for chronic disease patients from 1 April 2015.
7. AOB

1. Maria Kay (MK) welcomed the group and introduced the panel. She confirmed that the minutes had been checked, from the last meeting, and the priority areas had been picked out.

2. **Actions arising from the previous meeting-**

*a. Pathway to the surgery.*

Dr Hamp gave a quick reminder of the situation to date- Following the construction of Rowlands the pre-existing sloping path had to be changed to one with steps (due to a steeper incline). This has caused an issue for people with wheelchairs, pushchairs etc.

After many suggestions, the favoured idea seemed to be to remove the steps and add a painted cycle type pathway. Orchid House, however, didn’t like this idea and wanted to do something different. They invited a Health and Safety officer in to assess and attached you will find the report of his findings.

A design was then drawn on the flip chart to more easily explain the findings and ideas. A proposed pathway was explained. To meet health and safety regulations it needs to be on the opposite side to the chemist, as the current path is too steep for disability regulations. PPG members thought that people would probably still use the road as they wouldn’t want to be bothered to walk across (if approaching from Tesco). It was pointed out that the existing path would stay and neither can any trees be removed. We would only be left with approx. 5 parking spaces, but there would be bollards at 3 metre intervals to protect people walking along the path from cars. The cost of this pathway is unknown. There may be the potential to still park next to the path also. A few people went outside, with Dr Hamp and MK to look at the space.

A vote was taken-

1. Long path favoured by next door- 15 votes
2. Pathway next to Rowlands- 6 votes
3. Neither- 0 votes

The long path was therefore **AGREED.**

1. *Phlebotomy*

We have some approved funding for a new phlebotomist so we have advertised and will be recruiting, interviews will take place tomorrow. Some PPG members reported that waiting times experienced recently at the hospitals hadn’t been too bad. MK reminded members that surgeries are not paid to do blood tests but hospitals are.

1. *Dementia friendly practice*

We are working hard towards this.

**3. Hearing at the PPG**

We have bought a microphone, but unfortunately we couldn’t get it working for this evenings meeting (even though it worked fine when we tested it). We will make sure it’s up and running for the next one.

**4. Next shingles/pneumonia clinic**

More of these clinics have been organised so please enquire if you think you could be eligible. The next one is 3 March.

**5. Flu vaccinations for patients with chronic disease**

This is ongoing and we have given 2973 vaccines to date. We are on par with previous years. 97% of our diabetic patients have been vaccinated and 95 % of our cardiac patients have been vaccinated also.

**6. New Staff**

Glynis Smith is our new very experienced asthma/COPD nurse. She will be helping with asthma checks, initially. We also have a new Tracker nurse starting on 23 February (Lesley-Anne Clements) who will be concentrating on vulnerable patients in conjunction with district nurses and GP’s.

**7. Asthma appointments**

Letters will be going out soon to offer appointments with Glynis.

**8. Letter invites/email follow ups for chronic disease patients from 1 April 2015.**

Chronic disease invites will be going out on patients birthday month. This is a change that we hope will work well.

**AOB**

*Friends and family survey*

This is a survey to ask how we are doing as a practice. We had a low response in January, so please pick up a slip if you haven’t already. We are looking for ideas on how we can encourage people to do this, maybe FOTP could help?

*Care homes*

We will be putting posters in homes to see if they would like to engage with the PPG.

*Adjustable seat for the BP machine*

PPG members reported that some people find this chair too low. We will look into a height adjustable one.

*Telephone greeting*

PPG members thought it would be nice if receptionists could announce their name, on answering the telephone, so that they knew who they were talking to and if they had the correct secretary. We will ask the receptionists to trial this.

*Correspondence*

One member reported that he sometimes received 3 letters in one week from us and why can’t they all be sent at the same time? We will try and use emails, but our current system only supports appointment reminders by SMS text messaging.

Comments were made that the online booking service was working well. One member asked about booking of urgent appointments and this was explained. Also a query was raised regarding messages on the online prescription ordering service and it was explained that inappropriate messages should not be sent via this service, but we would try and pass them on to the secretary.

We will try and notify PPG members with updates on the pathway.

**Date of next meeting-**

Wednesday 20 May 2015 at 6.30pm.

Thank you for attending.

Attachments.