**DOCTORS LANE SURGERY – PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on 9th November 2016**

**In Attendance: Apologies:**

Brian Thomas Jenny Mooney

John Worrall

Rosemary Davies

Judith Simpson

Laura Earle

Dr Mike Keavney (GP Partner)

Emma Reah (Practice Manager)

**Apologies:**

Dr Mark Hodgson (GP Partner)

1. **Apologies for Absence**

As above.

1. **Minutes of the previous meeting**

The minutes of the meeting held on the 10th August were agreed as a true and accurate record and will be available to view in the surgery and on the practice website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

1. **Staff Changes Doctors Lane surgery**

Dr Clare has now left the practice, and has been replaced by a new salaried GP, Dr Kathryn Cockerill, who joined the practice on the 1st November 2016. Dr Cockerill’s days of work are Tuesday, Wednesday, Thursday and Friday.

Emma Reah is the new practice manager, and joined the practice on the 12th September 2016.

1. **Role of the PPG and membership**

Discussion took place around the role of the PPG, and whether there as anything additional that the group felt that it wanted to do, or anything that could be done differently. It was agreed that it would be good to raise the profile of the group and its role, and suggestions were to place a small article in some of the local newsletters, and also that a PPG noticeboard and/or posters might be useful in the practice waiting room.

**Emma agreed to write a short paragraph and to send to the group to put into local newsletters.**

1. **Friends and Family Test**

The friends and family test, which is collated via the iPad in reception and paper forms, had received the following responses:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Month | Extremely Likely | Likely | Don’t Know | Unlikely | Neither Likely or unlikely | Extremely unlikely |
| May | 7 | 2 | 0 | 0 | 0 | 0 |
| June | 9 | 0 | 0 | 0 | 0 | 0 |
| July | 5 | 2 | 0 | 1 | 0 | 0 |
| August | 5 | 2 | 0 | 1 | 0 | 0 |
| September | 20 | 3 | 2 | 0 | 0 | 0 |
| October | 8 | 1 | 1 | 0 | 0 | 0 |

1. **Nursing Workforce Project Update**

The Nursing Workforce project continues, with Sister Darkings and Sister Shields meeting with patients to offer additional support and refer into additional services where necessary.

Now that the first year of the project is over, a new group of patients will be seen. These are the patients that were not part of the original intervention group, but that are felt to have potential to benefit from the additional support.

**Emma to source presentation from the project lead (if available) and circulate.**

1. **Clinical Commissioning Group update (CCG)**

Further to the minutes of the previous meeting, and as part of the CCG’s strategy for providing care closer to home, the CCH have commissioned step up/step down beds. Care will be provided on a day-to-day by carers in a facility, with medical needs met by Doctors and Nurses as appropriate.

1. **Heartbeat Alliance**

The Heartbeat Alliance is progressing plans to offer ‘7 day access’ to services. Several consultations are taking place with current service providers and support staff to consider the best ways to facilitate the additional access. Further information will be available at the next meeting.

1. **Flu Clinics**

Doctors Lane Surgery provided clinics for flu vaccinations as follows:

|  |  |  |
| --- | --- | --- |
| **Saturday 24.09.2016** | **9:00 – 12:00** | **Doctors Lane Surgery** |
| **Wednesday 28.09.2016** | **10:00 – 12:00** | **BARTON METHODIST CHURCH**  **CHURCH ROW BARTON**  **(Near the beck)** |
| **Saturday 1.10.2016** | **9:00 – 12:00** | **Doctors Lane Surgery** |

A total of 689 Flu vaccinations were given between 1st August and the 4th November 2016. This compares to 714 during the same period in 2015, and 675 in 2014.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2016** | **2015** | **2014** |
| **0-64** | 199 | 211 | 180 |
| **65-74** | 240 | 254 | 251 |
| **75 +** | 250 | 249 | 244 |
|  | 689 | 714 | 675 |

Feedback from patients was very positive, and all of the clinics ran very smoothly, with relatively short waiting times.

A further update will be provided at the next meeting with total numbers for this year’s campaign.

1. **Any Other Business**

Barton Post office

At BPO, some patients are expecting items to be ready for collection the day before it is due. Laura feels that this happens when patients post their script *after* they have been collected by the surgery. The scripts then don’t get collected until the following day, from which the ‘2 working days’ would start.

**Partners to consider changing the number of working days wait stated to patients to 3, in order to manage expectations, and to ensure that patients don’t have wasted journeys to the post office.**

Delivery Service at Middleton Tyas.

Brian suggested a delivery service could also work from Middleton Tyas. It was agreed by the PPG that this would be a good idea.

**Brian to approach the shop and ask if they are interested.**

Dermatoscope

Further to discussions about the purchase of a portable ECG machine, the Partners felt that this wasn’t something that would be needed. The purchase of a dermatoscope was suggested as something that would be useful to the GPs. This was agreed by Brian.

Clinical Pharmacist Project

Dr Keavney updated the group about the success of the clinical pharmacist project, and described significant prescribing savings that had been made.

**The next PPG meeting will be held on Wednesday 8th February 2017 at 6:30.**