**LITTLE HARWOOD HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING ON 27TH JANUARY 2015**

**PRESENT;**

Mr Joe Brothwood; Mrs Julie Bradshaw; Mrs Irene Heaney, Mrs Pam Hardman;

Mrs Margaret McNulty; Christine Turner; Maureen Nixon.

**APOLOGIES;**

Ms Shanaz Bala

**MINUTES;**

Over 75’s

We are now letting all those patients over 75 know about their ‘Named Accountable GP’ when they

have had their 75th birthday.

Flu/Shingles

Overall we did OK against our targets. Shingles is available all year round – dependant on age.

Nasal flu for children didn’t go down so well but patients were offered an injection if they had worries about the spray. Next year this will be done in schools.

Dementia

The GAP Team have been employed by Lancashire Care to ‘fill the gap’ in the information that the NHS holds about patients who have signs of developing Dementia. They aim to visit patients, assess them and instigate tests/treatement as appropriate. They have, however, written to say that they are over-subscribed and won’t be able to help us after all.

Investigating who should have the assessment and gaining the patient’s permission has been difficult for the practice – very time consuming.

Localities

On Agenda.

Receptionist

Maria is now working with us in the evenings. (Nina replaced Terry.)

Care Plans

All these have been done now. This is an on-going task though and necessitates keeping the list running (as patients die they are replaced with new patients)/

On-line Scripts

[scripts.lhhc@nhs.net](mailto:scripts.lhhc@nhs.net) finishes on 31st January. Patients will be able to order their scripts through Patient Access and will also be able to make appointments and see some of their own records in due course. There have been a few teething troubles with Patient Access but this seems to be settling down now.

Appointments

On Agenda.

Friends & Family Test

On Agenda.

**A G E N D A**

Localities

Julie attended the area Locality Meeting. 11 people attended + Joe Slater. Everyone was made welcome and were able to ask questions – they can reply either verbally or in writing at a later date. Christine will circulate the minutes when they are received.

There was a presentation on the Better Care Fund that is available only within Blackburn with Darwen.

We have signed up to the new Care Data system which should be able to help with forward planning for the area and will evolve as the system is used.

SMS is stopping in March and will be supported by NHS England until the end of September. The Group asked if patients could be approached for their mobile details when they come into the Practice?

Julie explained the discussions in general. The next meeting is in March.

Friends & Family Test

Notices are up in the waiting room and pencils/forms available for patients to complete. (This month there weren’t many so staff will work in the waiting room and ask patients to fill them in.) The answers from January were much more positive following the introduction of our new appointments system. Julie and Margaret offered to come in on Wednesday 4th February to help with this task. Christine asked that if patients make negative comments, ie tick the Extremely Unlikely box and make a comment, she be given their details so that she can talk to them to find out why.

Appointments

The number of appointments available is still the same apart from some special Winter Pressures slots introduced for the Christmas and New Year period. The appointments are released for booking differently which has meant it is much easier for patients to get an appointment when they want it. Positive comments have been received from the Receptionists and patients. The number of patients who failed to attend however is still very high. The group suggested that someone ring those patients who book on the day but don’t keep their appointment to find out why plus change the wording on the notice boards and change the look of them regularly so that they remain eye catching.

We are still in the ‘honeymoon period’ though and time will tell whether this is sustainable. Further discussions will take place and the final review will be held after 6 weeks.

Christine thanked everyone for attending.

Date of next meeting

Tuesday 17th March 2015.