**LITTLE HARWOOD HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING 13TH MAY 2014**

**PRESENT;**

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

Christine Turner; Maureen Nixon.

**APOLOGIES;**

Mrs Margaret McNulty

**PATIENT SURVEY 2013/2014**

LIS (new system) for this year. We will need to find points from the survey to work on regarding patient access.

**AGENDA**

OVER 75’s

We have 1193 patients over 75 years old. As per recent legislation, all these patients need to have a ‘named’ GP and we have to inform them who the GP is before the end of July. The GP will oversee their care between 08.00/18.30 Monday to Friday. NHS111 will continue to cover nights and weekends.

As a Group Practice patients can see whoever they want but still have a different named GP. We have no objection to the GP name being changed if the patient requests it.

FLU

No letters will be sent out this year. The strategy for letting patients know when the flu vaccinations are available is still being worked out.

24HR BP MACHINE

The machine in the Treatment Room has not been working for the last 6 months or so. Its OK now. Patients should be able to get appointments here again instead of travelling to Barbara Castle Way or Darwen.

**ANY OTHER BUSINESS**

Nurses

We currently have two nurses in place. Christine has investigated and we are short of 8.5hrs per week.

The Group asked if it was possible to split the number of FTA’s by Nurse and GP? This is possible and future notices will reflect it.

Dementia

New checks for patients will be introduced shortly.

Localities

The GP’s have been grouped into localities as different areas need different things within the NHS. The town has been split into 4 areas to correspond with the District Nurses and Health Visitors. We are North. Other Practices in our group are Brownhill, Roe Lee, Lime Street, Brookhouse, Primrose Bank, and Shifa surgery.

A request has been made that there is also a Locality Patient Participation Group with two representatives from each Practice attending meetings quarterly and reporting back. Julie and Joe volunteered to be involved – Christine will forward details to them.

Access

Work is continuing to try to identify the patients attending A&E unnecessarily. It is hoped that continued monitoring of those patients will help reduce the need for them to do so.

Chemists

Chemists collecting prescriptions are holding up the queue and, sometimes, make patients late for their appointments. Can this be reduced? We do have a system whereby the Chemist can fax a list of prescriptions they need to collect and they will be ready when the driver calls. However, drivers should be calling after 4pm as they have been asked.

New Receptionist

We are interviewing for a replacement for a member of the Receptionist team who left us recently. We also hope to get an Apprentice to bring some new blood into the Practice.

Holiday Notice Board

Pam and Irene did the last notice board. Joe has volunteered to do this one.

**DATE OF NEXT MEETING**

**TUESDAY, 8TH JULY at 5pm**