**LITTLE HARWOOD HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING 8TH JULY 2014**

**PRESENT;**

Mr Joe Brothwood; Mrs Pam Hardman; Mrs Julie Bradshaw; Christine Turner;

Maureen Nixon.

**MINUTES;**

Christine advised that there is a move afoot to change the format for the way the PPG is involved in Practice. We are still awaiting details and will disseminate them as soon as received.

Over 75’s

All patients included in this group have now a ‘Named Accountable GP’. This is so that the patient is aware of which GP they can contact should they have any queries. If the GP is not the one the patient usually sees and prefers to deal with, it can be changed by the Receptionists.

This will make no difference to GP care. The GP is responsible for patient care between 08.00am and 6.30pm. If the GP is away one of the others will cover for them.

FLU

No letters will be sent out by NHS England (formerly FHSA) this year. We are still working on the logistics of how to deal with this coming season’s flu season which starts in September/October.

24HR BP MACHINE

Operated by the Treatment Room and fitted twice per week. We also have a free-standing bp monitor within the Practice for emergency use only.

NURSES

Nurse Hilary is now doing extra hours. We are going to lose Terry our Healthcare Assistant who is moving nearer to home in Preston. Interviews are being held this week. We are trying to keep the gap between Terry leaving and a new Healthcare Assistant starting as short as possible.

DEMENTIA

This is a Government initiative that we are working through at present. More details will follow.

LOCALITIES

This is the way forward within the NHS. Our grouping includes 3 Practices that we haven’t worked with before so some agreements may take longer to reach as discussion will need to reflect how each Practice works. The Lead GP for this is Chris Clayton and the Lay Person is Joe Slater.

CHEMISTS

They are very demanding and we are constantly struggling to keep up. They don’t help when they haven’t faxed through their list of whose prescriptions they are collecting (as they have been asked) and then clog up the flow of traffic while we find all those on their list. The Receptionists remind the drivers to tell the Pharmacist to fax the list through so that they are ready to collect – but wonder if the message is relayed.

RECEPTIONIST

We have replaced the day Receptionist with Jessica and the night Receptionist with Natalie.

**A G E N D A**

**A&E ATTENDANCES**

Our task is to find 2% of patients who are regular attenders at A&E and work with them to try to support them better and keep them out of Hospital. To do this a Care Plan will be set up, with their involvement and agreement, that should point them in the direction of the best person to help in various circumstances.

Money has been set aside to cover this extra work. Care Plans are being worked on to get everyone’s the same across our local area.

**ON-LINE SCRIPT ORDERS**

New development. There is a member of staff from the CCG coming on Friday to help us get going with this. It will allow patients to access their repeat prescriptions on our Emis system via internet links. Patients will need to register for the service with the Practice before they can use it. We intend to change the message on the current email system to advise patients of the new service, that they need to register and when it will ‘go live’. All those who issue prescriptions will need training as this involves using the computer in a different way than we have been used to.

**APPOINTMENTS**

Previous targets were set by the Government and these are in the process of changing. We have paid a company to give us ideas of how we can make the most effective changes. The work they have asked for is quite intensive. In the first instance the Reception staff have been asked to tally up all the calls they take – to be used in the diagnosis of when the demand occurs and how to deal with that. There is some question as to whether the triage system is not being as efficient as we would like – this will also go into the mix.

DNA’s are still high and rising. Letters are going out if patient miss twice.

Access to GP’s is a problem in this area and is being investigated by the CCG. Some money is being denied to Practices that the CCG has had and not passed on. The focus is that BwD don’t want to de-stabilise the hospital and their services. Work is increasing but funding is reducing. GP’s are also struggling in general to attract a future generation of GP’s.

**APPRENTICE**

We are interviewing for an apprentice this week. We hope to attract someone who will see a future career in the Practice and will keep the person on at the end of the year if they are suitable.

**LOCAL AREA NHS SERVICES**

We need to be more optimistic in general. None of the PPG say they have had a bad experience whilst in hospital. Many departments are downgrading their staff who are losing several £1,000’s from their pay. Lancashire Care have lost the Physiotherapy tender within Central Lancashire.

**SHIFT IN EXTENDED HOURS SURGERIES**

Some of these appointments can now be offered by Nurses instead of GP’s. The PPG were asked for their opinions about this and they all agreed that these later appointments should be used primarily for those patients who work and cannot attend during the day.

**MENTAL HEALTH SERVICES**

Have now been moved to Blackpool. There is another Government campaign which aims to identify patients’ problems early as it is felt that early prevention can be very helpful to patients. In the first instance new questions have been devised to recognise which patients could benefit from this.

**PETITION – YOUR GP CARES**

This focuses on attracting future GP’s and it is felt that much of the problem is that funding is reducing year on year. The campaign is being run by the BMA and they will be lobbying the Government on behalf of GP’s. We have been asked to get signatures on a petition, part of a slogan and raise awareness of the campaign to seek patient support.

**DATE OF NEXT MEETING**

Tuesday, 16th September 2014 at 5pm.