**LITTLE HARWOOD HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING 16TH SEPTEMBER 2014**

**PRESENT:**

Mr Joe Brothwood; Mrs Irene Heaney; Mrs Pam Hardman; Mrs Margaret McNulty;

Christine Turner; Maureen Nixon.

**APOLOGIES;**

Julie Bradshaw.

**MATTERS ARISING**

OVER 75’s

All patients have been informed of their Named Accountable GP. Anyone reaching 75 is informed asap after their birthday.

FLU

The vaccinations are due in at the end of September. We propose to do 2 x Saturday morning clinics (4th October and 18th October). Joe and Margaret offered to come in and help with the administration of flu clinics. The matter will be raised with the GP’s.

Shingles will also be offered to those patients who meet the criteria when they come for a flu vaccination (1 vaccination in each arm). Pneumonia is given once per lifetime and will also be offered to patients at the flu clinic if they haven’t already had it. Shingles and Pneumonia don’t have a ‘season’ the same as flu so can be administered at any time.

Meningitis ‘C’for those youngsters going off to University and Whooping Cough for pregnant ladies are just some of the other vaccinations routinely made available for our patients.

24HR BP MACHINE

The monitor now works ok and is being used as planned.

NURSES

Nurse Hilary is now doing more hours.

Terry has moved nearer to home in Preston. His replacement is Nina who works 35 hours. It isn’t part of Nina’s role to do general bloods (treatment room staff do those). She will do bloods when they are part of the chronic disease monitoring checks.

We are no longer doing fasting bloods so it’s much easier to get an appointment now.

DEMENTIA

There is currently a Government drive to raise awareness and diagnose earlier. During the flu campaign we will be giving leaflets out and getting the Carers Service in to talk to patients.

There is also the Dementia Association who “befriend” people and they have also asked if they can come into the surgery to talk to patients.

LOCALITIES

The other Practices within the Blackburn North Group are Roe Lee Surgery; Dr Rautray at Primrose Bank, Dr Bux at Whalley Range, Dr Ahmed at Lime Street and Shifa surgery at Bangor Street.

Joe Slater is holding a series of meetings in Blackburn hoping that representatives from each Patient Participation Group will attend. The next meeting is tomorrow, l7th September and it is held in Blackburn Library. Julie had offered to attend these meetings.

Christine will pass on the details of the next meeting when she receives them.

RECEPTIONIST

The night-time girls are down 1 assistant. We tried to get a replacement for Natalie and thought we had succeeded but the lady gave backword. We will be advertising for someone else.

A&E ATTENDANCES

The GP’s are working on our quota (there are over 200 patients on the list for needing a Care Plan.

ON-LINE SCRIPT ORDERS

We have ‘set the wheels in motion’ to begin a new system of on-line ordering of repeat prescriptions. Training and the procedure to follow to process these requests will follow shortly.

APPOINTMENTS

There is a company coming in to consult about the appointments system and then advise how to change the system in the most effective way.

DNA’s are still high. The total for August was 164 and letters are in the process of being sent out. A new notice board has been created with the figures and some of the suggestions put forward by the Group have been used to try to make the information more noticeable.

APPRENTICE

The Training Company have not been successful yet in finding the right candidate for us. They will keep trying.

SHIFT IN EXTENDED HOURS SURGERIES

The Nurses are now also offering some later surgeries (especially for those patients who work).

MENTAL HEALTH SERVICES

A building is being created in Blackburn so that they can be based locally to patients’ needs.

GP CARES PETITION

The petition has been sent off, together with the suggestions for a slogan that some patients contributed to. Thank you to those members of the Group who came to help get signatures for it.

**A G E N D A**

FRIENDS & FAMILY

We are going to be expected to ask patients questions about whether they would recommend our surgery to their relatives and friends. Other services will be doing the same.

From 1st December the Practice will need to submit a return on the number of patients approached and their demographics. There will be a form to complete which will probably be best given out with prescriptions at Reception but ‘volunteers’ to work in the waiting room would be appreciated.

REGISTRARS

Feedback on our two Registrars has been good so far. They are both fully-trained Doctors completing their GP Training with us. They will be here for one year and during that time they must pass two very exacting and specialised exams – one written, the other in role play scenarios. Little Harwood is the top Practice for getting Registrars through this exam.

RECEPTION

It has been noted that the Reception Staff are quite noisy and can be clearly heard in the waiting room. Maureen will remind them that their voices carry and about patient confidentiality.

**DATE OF NEXT MEETING**

Tuesday 18th November 2014.