**LITTLE HARWOOD HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING 18TH NOVEMBER 2014**

**PRESENT;**

Mrs Pam Hardman; Mrs Margaret McNulty; Mrs J Bradshaw; Mr Joe Brothwood;

Mrs Shanaz Bala; Christine Turner; Maureen Nixon.

**APOLOGIES;**

Mrs Irene Heaney

**MINUTES;**

As below

Over 75’s

Further to letting patients over 75yrs old know who their ‘Named Accountable GP’, from next year everyone will have to know.

Flu

No letters have been sent out this by NHS England so to get patients in for their vaccinations the Receptionists have been ringing patients.

Shingles are being offered to patients aged 70, 78 and 79 this year. They will be different ages next year.

Nasal flu for children is based on gelatine so some parents don’t want their children to have it. An injection is available if parents don’t want the nasal flu.

Dementia

Lots of work is going on around this. The GP’s are trying to work with the GAP team to make sure everyone who has dementia is cared for appropriately.

Localities

The last meeting was cancelled. Further details on agenda.

Receptionist

We still haven’t replaced the evening Receptionist.

Care Plans

All patients who need these now have them. They are for patients who regularly attend A&E.

Online Scripts

We have now enabled patients to be able to send a message via Patient Access asking for items off their Acute/Automatic/Past drugs.

Julie mentioned that a comment shows on Patient Access that “If the GP works out of another Practice show which one”. This is for those groups where the GP’s can be accessed at various locations.

Appointments

There is a meeting on Wednesday am to discuss the new system and will be the first of many meetings as we process the changes. Some appointments will need to be offered on-line further on the year.

Apprentice

No-one suitable has come through as yet. We will review this in the future.

Mental Health Services

They are hoping to build something next to the Royal Blackburn Hospital for patients in this locality.

Friends and Family Test

On agenda.

GP Cares Petition

Our information was sent off – we haven’t heard anything since.

Noise in Reception

A training session held in the waiting room brought up the matter of how voices can be heard from Reception. This was discussed and all staff agreed to lower their voices.

 **A G E N D A**

Blackburn North Locality ‘Story’ – has come from the PPG Locality Group. This was circulated to members.

The next meeting of the Locality Group is on 5th December 2014 at Barbara Castle Way. Julie will attend. CT to find out about parking and confirm the details to her.

Friends & Family Test – Starts 1st December. We need to collect information via a variety of means, ie

 patients who come to the surgery for any appointment

 patients who come to the surgery for other reasons

 website

We think we need to collect about 30 per month. We are having postcads printed so patients can give feedback. A stand and collection box have already been bought.

Question 1 – already given and must be worded exactly as given.

Question 2 – should be a free text question – discussed. Suggestions were;

 “Depending on your response today, how do you think we could improve our service?”

 “What do you think we do well/what do you think we don’t do well?”

 “Is there anything we could do to improve the service?”

NHS will put the rating on NHS Choices for the first question only. It is said that the more you send in, the higher rating you get.

Feedback from PPG was that there is too much paperwork making life horrendous to cope and does not make sense. No documentation was supplied in time to start the ball rolling for this campaign. The PPG felt that we had already covered this in the recent patient survey.

We need a sign up in the waiting room to say that the Treatment Room staff are not our employees and that comments about their service should not be included in the FFT.

**DATE OF NEXT MEETING**

Tuesday 27th January 2014 at 5pm.