

GREENWOOD SURGERY

Action points and notes for Patients Participation Group meeting Tuesday 14 November 2017 at 1pm-3pm

Those Present: Linda Denston, Trish Hughes, Audrey White, John Cormack, Graham Moulds, Bill Lewis, John Phelps, Audrey White, Peter Wyatt, Sian Turner, Bob Spence.

Apologies: Ian Gillard, Julie Gillard, John Phelps

1. Reviewed last action points (12 September 2017) no issues outstanding that were not carried forward on this meeting's agenda.
2. DNA's
 - a. DNA's have once again increased over the last month. Sian suggested that it may be due to the increase in number of appointments offered in the flu clinics that has had an effect on DNA numbers.
 - b. Sian advised the meeting that some patients are offended by the wording of the DNA SMS message that is sent following them missing an appointment. Sian is going to amend the wording of the text so not to cause offence as sometimes patients have attended their appointment but have not been marked in or out making the system inaccurate.
3. Donations

The current balance on the donation account is over £12k. John Cormack put forward suggestions of purchasing: **1.** A Nitrous Oxide monitor – to assist in diagnosing asthma patients and **2.** A 24hr ECG machine this will enable patients to receive the test more locally. John suggested that we could call the ECG machine the David Fry monitor in memory of one of our patients.

Bob asked if we could also buy a new scanner for the Practice. The increase in patient numbers and meant an increase in all of the post and scanning that is dealt with daily and a new scanner could speed up the process.
4. The PPG agreed to purchase the above items using the patient donations.

PPG will be arranging a Mulled Wine and Mince Pie afternoon to thank patients for their kind donations on Saturday 9th December. Sian will promote the event on Facebook and the practice website. Bob will send an email invitation out to patients. Bill will place ads in the Focus.
5. PRG – John Phelps will continue to attend the PRG as a representative of Greenwood Surgery PPG and the Patients Task Force. John Phelps has still not received a reply to his Freedom of Information request.
6. Terms of reference – These have been slightly amended and will be distributed to the group via email.
7. Prescriptions – Bill Lewis raised a concern over the use of “issues remaining” and the confusion it causes some patients. ST will raise this issue with the clinicians and prescription clerk so that we can try to synchronise the repeat medication when we are printing prescriptions. Also review date should be removed from script counterpart.
8. Future of the Clinic – Since the health visiting team were removed from the clinic there had been rumours circulating that it is closing down. There are still other services using the premises including, diabetic eye screening, hearing checks and blood tests. Sian to find out which services are now being provided from the clinic and feedback.
9. Lighthouse Project – no update.

10. Test results viewing – When patients try to view their test results online some tests seem to be missing. Sian advised the meeting that this could be due to the results being archived and will look into this further and feedback.
11. Vulnerable Surgery – John Cormack has sent a freedom of information request relating to the unsuccessful bid on the first round for the vulnerable practice scheme.
12. Following the successful bid which was drafted by Gill Hubbert the practice has arranged for the RCGP to carry out a review.
13. Out of Hours – The surgery has been providing regular Saturday nurse sessions which have been successful in freeing up space and providing extra appointments. We also managed to provide health checks for all of our Learning disabilities patients.
14. New Premises – JC advised the meeting that the new building was due to be completed April 2019.
15. Item AOB: Nil

Next Meeting Tuesday 30 January 2018 @ 1-3pm