

# BETTS AVENUE MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 23<sup>rd</sup> MAY 2013

### Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

### Patients

Allan Bulmer

Elizabeth Black

Allan Black

Richard Black

Dennis Curry

Robert McWilliams

### Apologies

Dorothy Christie

Lillian Santarelli

The meeting welcomed Mr McWilliams who is attending his first Patient Participation Meeting.

### **Minutes of the Previous Meeting in February 13**

JW updated the group on actions from the previous meeting:-

### **Text Message Appointment Reminders**

This is still ongoing in the practice and staff are encouraging patients to provide their mobile and also e-mail address so that the practice can contact them electronically if they wish. This is a faster way for patients to receive information or a reminder, the outcome of the patient survey indicated that some patients would like this option of communication from the practice.

## **DNAs (Did Not Attend)**

This is still an issue at the practice with some patients frequently not attending appointments. The practice advertises how many appointments have been missed each month and the amount of time wasted with the GPs and Nurses. The practice do have a policy in which repeat offenders are written to and their record marked so when they do see the GP, the GP advises them of the missed appointments.

## **Update of Services**

### **111 Service**

This has come into force on 1<sup>st</sup> April 2013 with patients ringing this number outside practice hours. This service has been in the news recently but Newcastle West have not received any major problems. Further information is on the practice website of when to ring 111 or when to ring 999. [www.bettsavenue.nhs.uk](http://www.bettsavenue.nhs.uk)

### **Vaccinations and Immunisations**

There is a vaccine for Shingles going to be offered to patients who are 70 years of age or 79 years of age. This vaccine will be given with the flu vaccine. The surgery will be calling patients who are eligible for the Shingles and the Flu initially and then proceed with normal Flu clinics.

There are also changes to childhood immunisations and the Nursing Team is attending an update in the near future.

### **Podiatry**

Mrs Black explained that not much has changed at the Denton Park Podiatry Service, still no-one on reception and again had to have her nails cut privately due to the duration between appointments. Julie will feed this information back to the CCG (Clinical Commissioning Group).

### **Retinal Screening**

Julie explained that there has been a change in provider for Retinal Screening and this may initially have an impact on patient appointments, they will require 2 appointments rather than just the one (Diabetic Appointment and separate Retinal Screening appointment). This is due to the IT systems not communicating due to the change over.

Mrs Black explained that she recently attended her diabetic appointment and was informed she would have to have a separate appointment for Retinal Screening. Her invite letter did not state this and she managed to get Retinal Screening at the same time – however was informed that in the future 2 appointments will be needed. Julie explained that this information has already been raised at the Newcastle

West Practice Managers Group and work is underway to try and ensure that the patient still only attends 1 appointment in the future.

### **Update from Patients**

Mrs Black would like to publically show her appreciation to Dr Bone for her help when her husband had a stroke. Her quick intervention certainly assisted his diagnosis and recovery.

Patients felt that the Reception staff at both surgeries are helpful and friendly.

### **Clinical Commissioning Group (CCG)**

Julie explained that the Clinical Commissioning Groups are working towards better patient care. The Primary Care Trusts become defunct in April 2013 with the CCG's taking over.

It is hoped that these forums help shape the future for patients by patients becoming more involved in their healthcare.

Julie also explained that the CCG Wide Patient Forums are still going ahead and are now much more streamlined – Julie asked for attendees to the next meeting which is scheduled for 25<sup>th</sup> July 2pm-4.30 pm. Venue to be confirmed but it is usually held at the Beacon Centre on West Road (old fire station).

It is also hoped to have more attendees at the patient forum – there is a 'virtual group' in which patients can be involved, however Julie is trying to get Ethnic patients involved and along to the meeting. Julie is attending a Communities Forum on 6<sup>th</sup> June where it is hoped help can be sought to attract these patients.

### **General Discussion**

Various issues were discussed regarding patient experience at the surgery, it was asked to feedback to the practice of any comments and suggestions to help improve patient experience and care – even if they are not directly to do with the surgery but all information will be fed back to the Clinical Commissioning Group.

### **Date of Next Meeting**

No date was set for the next meeting but will be approximately 3 months time (Aug/Sept 2013).