Abbey Medical Centre Patient Participation Group Minutes for September 24, 2015

**Present:** Irene Goode, David Cameron, chair, Jean Reid, Sue McNab, secretary, Richard Hepple, Christine Tyldesley, Thelma Hembury, Debs Smith, practice manager, Janet Clarke, Eileen Grant.

**Apologies for absence:** Gerry Coppell, Joy Stevenson, Dr Irena Jaram

**Minutes of the last meeting:** Agreed

**Matters arising:** Debs said the surgery would be carrying on with the blocking off of appointments for each doctor on duty so that more patients could get to see a doctor of their choice on the day. It has been flagged up on the website.

**PRG report:** Nottingham West Clinical Commissioning Group CEO Oliver Newbould is leaving and there will be a change in the top jobs to include an accountability officer.

There had been a visit to the PRG from the operations manager of Arriva who have the contract for non-urgent ambulance journeys. On a daily basis, approximately 1,000 journeys took place in Nottinghamshire, with 80% of those being booked on the day. Arriva were 3 ½ years into the 5 year contract which had the option to extend to 7 years in total. A service improvement plan had been created for Nottinghamshire with a focus on renal transport, partnership working and call centre performance. It was added that 97% of dialysis patients attended their appointment on time. A query was raised around the number of aborted journeys. It was said that 9-12% of journeys across the whole contract were aborted but they were seeing improvements. PRG members suggested the use of text messaging to remind patients of their pick-up times as a cheaper alternative.

A consultation is being carried out on the suggestion that prescriptions for gluten-free products should be phased out.

The CCG had met all its statutory requirements in the previous year but had used 1% from cash reserves. Elective referrals from GPs have increased greatly. Debs said Abbey does monitor hospital referrals and clinicians look through them to see whether they were justified. She said 99% of the time there was no alternative but a referral.

Two of the 12 GP practices in Nottingham West have withdrawn from giving travel advice, which is not in their contract and they are not paid for. Abbey is not one of them, but Debs said the process can be very time-consuming to look up where people are going and the see what is needed, especially since people are going to more exotic places. Abbey pharmacy can give advice, but David Cameron said he hoped our doctors would keep this service in-house. The PPG felt losing such services was the thin end of the wedge.

**Golden Years event:** Debs was pleased to see most of the PPG members in attendance at the first event and said it was well-attended with 29 patients and carers. Feedback was generally excellent though there were some suggestions which we will try to take on board for the next event on November 19.

**Any other business:**

Debs said the surgery was going to help a PhD student with access to carers of people with dementia.

November 27 is the date for our annual fund-raising coffee morning at 10.30 which this year will be to raise money for surgery improvements for children etc. PPG members are to start fund-raising at flu clinics. Jean Reid asked if there was any way we can keep the sun off the in-surgery screen for patients to register their arrival. Debs said she had looked and not found anything but would try again.

Richard Hepple raised the issue of planning permission that had been turned down by Broxtowe Borough Council to build new housing for the elderly, some for people with dementia, on a disused tennis court next to Bexhill Court, Central Avenue. There was no objection from Sport England or the Tennis Association to the loss of this area. The PPG agreed it was ironic that this should be happening at one end of Central Avenue while at the other end the Abbey Medical Centre is trying to help the elderly and people with dementia in our Golden Years events. It was agreed that Richard should write on our behalf to the council expressing our concern.

There has been a delay in discussing the results of the dignity and respect survey, though many of the comments were the same as last year.

It was felt there was too much information on our notice boards. Debs explained that much of what we display is a mandatory requirement and the noticed board contents are reviewed and updated on a regular basis.

**Date of next meeting:** November 12, 2015, at 1pm