Minutes of the Abbey Medical Centre Patient Participation Group meeting on March 12, 2015

**Present:** David Cameron, chair, Jean Reid, Irene Goode, Janet Clarke, Joy Stevenson, Debs Smith, practice manager, Sue McNab, secretary, Richard Hepple.

**Apologies for absence:** Gerry Coppell, Eileen Grant, Christine Tildesley, Thelma Hembury, Jean Yarnell  and Dr Jaram.

**Minutes of last meeting:** Agreed

**Matters arising:** Re patient records, David asked whether records other than prescribed drugs and allergies could be accessed. Debs said patients have always had the right to look at their own records after discussing it with their GP. A charge would only be made if a patient wanted printouts.  Joy said the GP would check first to make sure there is nothing in your record that refers to a third party. The surgery’s computerised records for patients go back to 2003 or 2005 and can be viewed in the surgery on request.

**PRG report:** Richard and Sue had attended meetings. David Cameron hoped patients were keeping mental health and dermatology issues to the fore as a result of recent unwelcome changes. Richard remarked on the complex billing for hospital services and a trial system of GP triaging in A & E at the QMC. The Lifestyle Fund is operating for another year and PPGs are encouraged to apply for funding. Subjects we might look at are balance and healthy eating for the elderly and one-off day taster sessions of such things as tai chi. Jean Reid wondered if any retired health professionals might be found to give up some time to help.

An Age UK project working with GP surgeries has been swamped. Saxon Cross surgery had raised the issue of drug wastage through unnecessary repeat prescriptions but we at Abbey do not have a problem with this. On the issue of Warfarin test machines, we are told we have only one patient to whom this might apply.

**Priority Areas/Action:** Our three topics are the Dignity and Respect Survey, the Juggle Diabetes events and a joint article with two other local surgeries in the Beeston Express about Patient Participation Groups to try and encourage wider membership. Sue asked if we could try and gauge the circulation of the newsletter and we are to look again at contacting younger patients via Sure Start and inoculation clinics. A second Juggle diabetes event has taken place at the surgery. An article about the PPGs in Beeston was put in the Beeston Express and a whole page about PPGs throughout Broxtowe is going in a summer edition of Broxtowe Matters. Sue had helped the Patient reference Group with this.

**Patient Survey:** Debs thanked the PPG for help with this and said a quick look had suggested good comments from patients. Re the Friends and Family test we are also going pretty well and there is a good response from patients.

**Acupuncture Clinics:** These are to be held at the Abbey surgery from April by Primary Integrated Care Services.

**Any Other Business:** Richard said he had looked into a visit from Kissing It Better but was told their approach was more to a wider audience at conferences.

**Next meeting:** May 27, 2015, 6.30pm.