**Abbey Medical Centre Patient Participation Group**

**Minutes for September 18, 2013**

**Present:** David Cameron, Dr Rogers, Julie James, Joy Stevenson, Sue Cope, Janet Clarke, Irene Goode, Shirley Lynch and Sue McNab. Patient Richard Hepple was introduced as a new member.

**Apologies for absence:** Eileen Grant, Gerry Coppell, Linda Hart.

**Minutes of the last meeting:** They were agreed and there were no matters arising.

**Extra item:** Shirley Lynch sadly announced the sudden death the previous day of group vice-chairman Derek Daykin. Members were saddened to lose such a willing member who had enlivened our meetings. It was agreed to pass on our condolences in a card which Sue McNab will arrange to be delivered to his family.

**Patient Reference Group:** Sue Cope presented a form of a Patient Survey which will this year be used by all 12 practices in the Nottingham West Clinical Commissioning Group area and the results of which will be analysed by the PRG. The questionnaire will be given out to patients in the week beginning November 11, 2013, and members of the PPG will be asked to help patients fill it in if necessary. Shirley will also download it on to the Abbey Medical Centre website. It is hoped there will be some electronic notebooks that patients can use to fill in the questionnaire if they wish.

Sue Cope said the PRG had also been discussing worries about A&E and welcomed the introduction of a new reception area at the QMC A&E for people waiting for bloods results and x-ray results. This prevents the overcrowding of the main A&E reception area at busy times.

There had also been discussions about the over-prescription of drugs and what steps could be taken to save the £12m it costs the NHS each year. Shirley said this had been on the agenda before at the practice managers' meetings and leaflets and displays had been put up in the past to educate people about it. Dr Rogers said doctors at the Abbey Medical Centre do review the drugs prescribed to people after a certain time and also think twice before putting drugs on repeat prescription. David Cameron said the Nottm West CCG had done well in keeping within its drugs budget.

**Action:** Sue McNab will ask Andrew Beardsley if this can be featured on the PPG notice board.

David said the Nottm West overall budget of £100m had been underspent by £1m, which will help to build up a contingency fund. The NHS nationally had underspent by £2bn, which had to be given back to the government via the treasury.

Shirley said practice managers had briefly discussed carers and a publicity bus which the Nottm West CCG had paid for to be at various venues earlier in the year. The managers considered the money spent, which was quite a lot, could have been more wisely spent. As far as the Abbey Medical Centre was concerned, the bus activity discovered three carers, all of which the surgery already knew about. Speaking as someone with experience as a carer, Julie James said carers need to be identified but also have services like respite provided, which rarely happens. She also wondered how carers would find time to visit a travelling bus? What is needed is money to help carers, she thought. Richard Hepple said as a Cirtizens' Advice Bureau volunteer he had found that people often don't know what help, such as a carers' allowance, they are entitled to. Sometimes they do not even identify themselves as carers. Shirley said so many young carers are going under the radar that the Abbey doctors will be following steps to identify them when carers come to see them.

**Dignity and Respect survey:** 120 completed questionnaires were analysed by Michael James and the results found to be fairly similar to last year. Overall response was extremely positive. Where the results dropped from excellent to good was in regard to access to the surgery and as a result, the idea of automatic push-button entrance and exit doors has been looked at. The estimated cost is £5,000. Because the surgery has been without its full complement of doctors in recent months, the bill for locums has been high and the doctors do not feel they can afford to alter the doors at this time. A new doctor joins the practice in October and Shirley said she would be pushing for the automatic doors in a few months' time.

Also mentioned in the survey was the issue of privacy at the reception desk. A new sign has been placed some feet away from the front desk asking people to wait behind it if someone else is at the desk. Shirley would welcome ideas for further privacy. Sue McNab said it would be a shame to have to resort to glass screens, thereby putting up a barrier between the receptionists and patients. A drop-down desk for patients in wheelchairs, similar to the one in the pharmacy next door, is being looked into.

The playing of pop music in the waiting room had been complained about in the survey, but Shirley said that Radio 2 was played try and distract people from listening to conversations going on at the desk. Comments had been made that there should be more to distract children in the waiting room but Shirley said that because of viral control, there was a limit to the sort of toys and books that can be provided. All must be washed down with anti-viral spray. A copy of the full report will be put on the website. The survey will in future be carried out annually in June so as not to clash with the main patient survey in November.

**Movember:** A fund-raising effort is being made this year for Movember, in aid of prostate cancer research and male mental health issues. A week of fund-raising will culminate on November 29, 2013, with a coffee morning, cake sale and tombola in the waiting room and adjoining glass-fronted room. The PPG will be helping with this and it is hoped Dr Rogers and Dr Browne will grow a moustache for the month of November. Last year the surgery raised more than £500 for Breast Cancer Awareness. Our vice-chairman Derek had offered to shave off the beard he had had since 1967 if we could raise at least £50 for the cause and we hope to try and raise the money in his memory. Patients coming in for a flu jab on October 8, 15, 21 or 22 will be encouraged to pay to guess the number of sweets in a jar towards the fund-raising.

**Sue Cope leaving:** The committee was sad that Sue has decided to leave the practice after more than 40 years. Because she lives in Attenborough, she feels it is time to move to a surgery nearer to home. She said if she finds her new surgery half as good as Abbey she will be happy and thanked fellow members of the PPG for being so friendly. David thanked Sue for all her work as his co-member of the PRG. Janet Clarke is to attend a PRG meeting with David with a view to taking over from Sue.

**Next meeting:** Thursday. November 21, 1pm.