**Abbey Medical Centre Patient Participation Group Meeting**

**Wednesday 10 October 2018 6.30pm**

**Present:** Chris Barnatt, chair, Sue McNab, secretary, Gerry Coppell, Jean Reid, Debs Smith, practice manager, Dr Lyndsey Wheeler, Christine Tyldesley, Thelma Hembury, Lucy Morrow, Allison Dobbs.

**Apologies for absence:** Richard Hepple, Joy Stevenson, Jean Yarnell

Sue introduced new member Allison and Allison said a few words about herself. She was welcomed by the other members.

**Minutes of last meeting:** Agreed

**Matters arising:** Debs said she still had to liaise with Dr Cavanagh re the setting up of a Facebook page.

Regarding the closure of West End Surgery, the Abbey has welcomed 155 of their former patients. There were a maximum of 200 places made available. Sue said nearly all of the West End patients had been reallocated a place with another practice. All vulnerable patients were catered for.

**Future fund-raiser:** Sue suggested this was a good way to form a bond with patients and suggested this year we might help the Nottingham Children’s Hospital with its MRI scanner appeal for use while children undergo brain surgery. It was agreed to decide on a date with PPG members and to hold the usual tombola stall and serve coffee and cakes.

**Carers’ Federation request:** Sue had been emailed by Yvonne Gregory from the Carers

Federation about making contact with the PPG. It was agreed she would be invited to a meeting.

**Golden Years Funds:** It had been suggested at the last meeting to donate remaining money (less than £100) to the Beeston Memory Cafe. Thelma was still keen for us at Abbey to put on some event involving music. Debs pointed out that now that the surgery is open to the public on Thursday afternoon this would be difficult. Also Thelma’s idea of having some event in the community garden on the neighbouring allotments could bring difficulties, including lack of insurance against injury etc. Jean Reid suggested we might keep the money until a suitable idea crops up. Any ideas would be welcome.

**PRG report:** Sue said the future of patient representation in the new amalgamation of clinical commissioning groups in the Greater Nottingham area is still under review, with a report due from an independent research group.

There had been a talk by Cancer UK about PPGs trying to encourage all eligible people to take up cancer screening tests. Particular emphasis was put on cervical screening for women over 25 and Debs said Abbey always reached its targets for smear tests. Sue said she would be at some of the flu clinics with information about breast, bowel, prostate and cervical screening. Debs said the screening service invites people for tests and the surgery is informed which of their patients have not responded so that they can be encouraged to go along.

Sue said there wastin future going to be a simpler one sample test for bowel cancer, instead of the three sample testing kit, and it was hoped this would encourage more people to do the test.

In the first month (September) of the  Extended GP hours service, 73% of appointments offered in the Nottm West Clinical Commissioning Group area had been taken up. Of the appointments booked,  8.5% were still ‘Did Not Attends’ but this may be because people cannot phone to cancel after 6.30pm, when surgery phones switch to the out of hours service. Debs said Abbey had so far had two late sessions up to 8pm and all slots for a doctor, nurse practitioner and practice nurse were taken, although the first two slots each time are open to patients from other areas, these had not been taken up by such patients. People can book a late night or weekend appointment a month in advance. The service is not for emergency cases.  Dr Wheeler said if people had one of these appointments and their situation changed, they should try to cancel before 6.30pm so that the slot might be offered to someone else.

**Any other business:** Debs said she is still trying to encourage more patients to register for online access. We currently have 17% registered but must have 30% by the end of March next year or risk being financially penalised.

Regarding new Data Protection regulations, she said the practice cannot now charge solicitors who request people’s medical reports and this is leading to a loss of income for the surgery. The practice has written to Broxtowe MP Anna Soubry outlining this anomaly as have some other local practices.

Lucy Morrow raised the question of how difficult it is to get by road to the NEMS out of hours service which uses the Platform 1 premises inside the Midland railway station in Nottingham. She drove several times round the houses and could see no sign posting until eventually finding it. Having driven past QMC to get to the city she said there was no wonder if people give up and go to A&E. Dr Wheeler, who formerly worked at the Platform 1 daytime surgery, said the council has changed the road system and this has made it more difficult to reach.

Jean Reid said she found it confusing to know what is a walk in centre and where it is and what is NEMS. She appealed for us to put some in formation in the practice newsletter and on the website. Sue is looking into this.

**Date of next meeting:** Thursday, December 6, 1pm.