**Abbey Medical Centre Patient Participation Group Minutes**

**May 27, 2014, 6.30pm**

**Present:** Gerry Coppell, acting chair, Richard Hepple, Debs Smith, practice manager, Irene Goode, Thelma Hembury, Jean Yarnell, Janet Clarke, Eileen Grant, Dr Nicholas Browne, Sue McNab.

**Apologies for absence:** None

**Minutes of last meeting:** Approved.

**Matters arising:** Sue read a thank you card from retired practice manager Shirley Lynch for the vouchers given to her by the PPG. Debs said, unfortunately, Shirley had started her retirement with a chest infection and a broken arm but was now recovering.

**Diabetic Health Day:** Since the last meeting, Sue and Debs  had discussed but rejected the idea of seeking funding as has happened at Hickings Lane surgery in Stapleford. It was discovered that this would mean involving not just patients but the wider community and it was felt our relatively small premises had neither the space nor the staff to engage in such a project. The idea of health days is still being looked into and by the next meeting in July it is hoped to have a date and an idea of what will be happening. Gerry suggested a Thursday afternoon when the surgery is quieter would be a good time. Jean asked how patients knew if they had Type 2 diabetes. Debs explained that the surgery has health check-up days organised by the practice nurses but that a Diabetes Day would alert people to the growing number of Type 2 diabetics. Gerry asked how we would go about engaging people and Sue and Debs suggested advertising in the local press and perhaps with a flyer to go out with prescriptions.

**Recruitment of PPG members:** It was agreed to advertise again via the newsletter and perhaps flyers to put out in the surgery and perhaps via the pharmacy. Irene suggested advertising on the screen in the surgery and Sue had the idea of going out to community groups. Sue will also look into trying to get reports in the local press.

**New staff:** Debs reported that Dr Jenny Dickinson will join the practice at the beginning of July. There are now two new receptionists to replace staff. Dr Richard Rogers left the practice at the beginning of April and there are some locum staff filling in at the moment.

**NAPP:** The National Association of Patient Participation Groups: Nottingham West Clinical Commissioning Group has paid for a year’s membership of this body for all 12 surgeries in the area. Debs said NAPP offered a resource base and information if groups asked for it. She suggested asking for ideas on boosting membership and said she would try and write a summary of what NAPP might do for us.

**PPG involvement for 2014 to 2015:** Debs said there will not be a patient survey this year but the idea is to try and communicate more with patients. Richard Hepple asked where this edict came from and Debs said the Government. She had listed issues we might want to think about as general access in terms of surgery times, the recruitment of PPG members and the health day. She says the practice has to draw up a report on what we have suggested and achieved by the end of March next year. Sue wondered if physical access, ie automatic doors, might also be looked at.

**Any other business:** Neither Janet nor Sue had been able to attend  the last couple of Patient Reference Group meetings but said they would try to continue as representatives until other recruits came forward. Mr Hepple expressed an interest which will be followed up on.

Electronic prescribing: Patients can now nominate a pharmacy to which their prescriptions can be sent online for them to collect later. For instance, if someone works outside Beeston they could nominate a pharmacy near to their workplace. This will be for all patients, whether they make appointments online or not. The patient does not need to have a computer. Thelma asked if this would apply to all drugs, especially thinking of those only normally prescribed by hospital consultants. Debs said it would cover most but not all drugs. The scheme begins in July but Dr Browne, who said this had been talked about for 15 years,   said it was optional for patients. Jean asked if it would cause problems when drug regimes are changed but Debs said amended prescriptions would be sent to your chosen pharmacy.

Debs said local practices have been discussing with the CCG improved access, ie getting an appointment. All practices are committed to trying to improve access, with all trying to offer appointments within three working days, which Abbey surgery mostly achieves. Dr Browne said the surgery had done its first audit of patient appointments and came out doing better than expected, although that may have been because of the timing of the audit. From the end of July or the beginning of August, our surgery hours are changing to start at 8am and to have a Thursday afternoon session from 4.30pm to 6.30pm. This will be tried certainly for the next year. In September, the 12 practices in Nottingham West CCG are employing a “mystery shopper” to ring practices for an appointment and see how long a wait there is.

Summary Care records (records of patients’ drugs, allergies and illnesses) being made available to hospitals: Sue asked if this issue, which had caused much public outcry, was to be resurrected. Dr Browne said there was to be another campaign in the autumn.  Mr Hepple said the trouble was there was always a way of finding out information even from anonymous data.

Eileen raised a question about drugs and renewal dates and how people might end up with a build-up of expensive drugs. She is to talk more about this to the surgery direct.

**Next meetings:** Thursday, July 24, 1pm, and Wednesday, September 17, 6.30pm.