**Minutes of meeting of Abbey Medical Centre Patient Participation Group,**

**Thursday March 20th, 2014, 1pm**

**Present:** Gerry Coppell, acting chair, Mr G Din, Irene Goode, Joy Stevenson, Shirley Lynch, Debs Smith, David Cameron, Jean Yarnell, Janet Clarke, Sue McNab. Sue introduced patient Thelma Hembury, who is interested in joining the committee.

**Apologies for absence:** Eileen Grant.

**Minutes of last meeting:** Approved.

**Matters arising:** Committee membership has dwindled for various reasons and Gerry asked new practice manager Debs how a previous practice she was at went about getting members. Debs said patients had been approached who it was felt might be interested. Retiring practice manager Shirley said although Dr Browne had initially mentioned the idea to a few patients, a committee had mainly been formed from patients who answered the call in a leaflet put out in the surgery. Now that the group is established,  Shirley agreed a personal approach might be the way to go, appeals via the newsletter and notice board having failed to attract new members.

**Report from Nottingham West CCG Patient reference Group by Janet Clarke:** An issue was raised about other service practices provide. Shirley said Abbey has a phlebotomy service and machines to take ECG (heart) measurements. An in-house phlebotomist (blood taker) does half-an-hour occasionally to keep her skills up because the phlebotomy service does not provide cover. If patients needed counselling or were diabetic and needed chiropody services they could be referred.  Shirley said in past years the practice had hired out space to such people as an aromatherapist and a physiotherapist and patients paid to see them but the surgery no longer had space to offer. Gerry wondered if the practice could produce a list of recommended service providers but it was felt this would not be possible because who would decide who  was  on the list and could the surgery be laid open to claims of partisanship etc.

The Nottingham Emergency Medical Service have had the out-of-hours contract renewed from October 2014 for 3 to 5 years. NEMS has been the cover provider since 2004 and uses local GPs who know the area and have offered an effective service. Nems will be relocating to near the Midland railway station in Nottingham, which means a longer journey for our patients. It is currently on Derby Road,  near QMC. Nems will also be able to access GP records if patients agree. Sue was pleased Nems had kept the contract. Shirley spoke of recent hype about people wanting doctors to work on Saturdays. Before 2004 many doctors opened for emergency cases on Saturday mornings but then were asked to become accredited by the Primary Care Trust in order to open. Most were not accredited and decided to pay towards the Nems service,  which costs between £6,000 and £8,000 a year for each GP in a practice, rather than go for accreditation and all the work that involved.

David was concerned at reports that NHS reorganisation was privatisation by stealth. He said 70% of contracts awarded since the changes have gone to private concerns.

**Diabetes health day:** Sue reported on a Diabetes UK day she had been to and wondered if the practice could hold its own health days. Debs wondered if these could be on general health issues and Jean felt preventative medicine was the way forward. Action: Sue to raise issue with Debs and practice nurses.

Mr Din raised concern again that people who can speak some English but don’t read or write it might not be well enough served at the surgery. Notice boards say there are leaflets on many topics available in a number of languages, such as Urdu,  but the wording about the leaflets is in English. Action: Sue asked if Mr Din could send her the correct form of words in Urdu and this could be added to the notice boards.

**Any other business:** Dr Rogers is leaving the Abbey partnership at the end of April but will still be working as a GP at another practice in the area. Dr Cavanagh is staying with the practice and a new salaried GP, Dr Jenny Dickinson, will be starting at the beginning of June. She will work Mondays, Tuesday and Thursday mornings and all day Friday.

This was Shirley’s last PPG meeting before her retirement at the end of March and Sue presented her with wine and a card on behalf of the committee, thanking her for her help in setting up the committee. Shirley said it had been a pleasure working with members and knew she was leaving the practice in the good hands of Debs, who is an “extremely good manager and an extremely good people person”. She described Joy as a real asset to the practice and someone whom Shirley will miss greatly.

**Date of next meetings:** Tuesday, May 27, 6.30pm,  and Thursday,  July 24, 1pm, 2014.