Abbey Medical Centre Patient Participation Group Minutes July 24, 2014

**Present:** David Cameron, Jean Yarnell, Irene Goode, Thelma Hembury, Janet Clarke, Julie James, Richard Hepple, Joy Stevenson, Debs Smith, Sue McNab. Receptionists Wendy Credgington. Claire Mathews and Amanda Fowler joined us for the first half-hour.

**Apologies for absence**: Eileen Grant, Alex Smith, Gerry Coppel. In the absence of acting chair Gerry, chair David Cameron agreed to chair the meeting.

**Minutes of the last meeting:** Agreed

**Matters arising:** PPG recruitment. Sue prepared a flyer which has been given out in the surgery. So far no response, bar one call which Sue followed up but has got no further with. Flu clinics are being held in October when PPG members will try and encourage people to join us.

**National Association of Patient Participation Groups (NAPP):** David asked if it was possible to see anything online about this group. Debs said people could look at their website, but they are not responding to calls or emails. She will keep trying. An article about this will go in the next newsletter.

**Nottingham West Patient Reference Group:** Our new representative Richard Hepple produced a written report, covering A@E at the QMC, which the Care Quality Commission says is good but is falling short of Dept of health targets re being in and out in 4 hours. Average across the country is 90% achievement of target but at QMC is 75%. Main problem seems to be delays in waiting for medication before discharge. More pharmacists are being recruited and more money is being allocated by Dept of health.

Mental health: Talking therapies are available (our surgery has details) and Recovery Colleges, based on study modules, are a success. Richard felt the talking therapies had “talked themselves up” and had formulae therapists were not allowed to veer from. They are also target-led and only cases which prove successful are funded.

David Cameron gave anecdotal evidence of a friend in a catatonic state who had waited all night to get help

Re a Care Plan for vulnerable patients: Abbey surgery has introduced this for patients who are at risk of being admitted to hospital. They may have life-threatening or chronic illnesses. They may be isolated, need home visits or need special care when visiting the surgery.

Pharmacy services re dosette packs: Some are charging for this service and some private firms are approaching patients and offering the service for a charge. Richard said this service seems to have been overused because care companies who look after people in their own homes insist on their drugs being prepared in dosette packs. He said pharmacies seemed to be at saturation point. Some cannot take on any more cases and some are charging a fee. Joy said the Abbey Pharmacy will deliver in dosette packs but only monthly and not weekly because it costs too much to deliver medicines weekly. She said larger companies like Boots will provide the service. Debs said she had heard of these private companies who have been around some time, but our surgery would not advertise them or give any details. Joy said the surgery was looking at patients who need dosette boxes and trying to whittle down the ones who have had them weekly.

Debs agreed to look at the Kissing It Better website to see if there are any changes the surgery could look at.

From August 4, the phone lines at our surgery will be open from 8am to 6.45pm and on Thursdays, from August 7, there will be a clinic by one GP from 4.30pm to 6.30pm.

Re lists of services the CCG has asked all doctors to supply: David thought this was a good idea. Debs said the services our practice provides are on the practice leaflet and on the website. Some services are shared with other practices, ie for contraceptive coil fitting our patients are sent to Bramcote surgery.

**Type 2 Diabetes Day:** This will be on Thursday, September 11, from 2pm and we hope to have the district diabetic nurse available and a dietician. Sue will be advertising this and asking other PPG members for help where needed.

**Dignity and Respect Survey:** This has been carried out and Michael James is analysing results for a report to our next meeting. We are trying to find out if Nottingham West are holding a patient survey this year.

**Any other business:** This year’s surgery fund-raiser will be a McMillan Coffee morning on Friday, September 26. There will be a raffle and tombola and PPG members are asked to help with baking and on the day.

**Date of next meetings:** Wednesday, September 17, 6.30pm and Thursday November 13, at 1pm.