**Adderley Green Surgery**

**Patient Participation Group Meeting**

**3rd December 2014**

**Present: Bev Heath – Practice Development Manager**

**Anna Maughan – Medical Student**

**AS**

**Apologies: Dr. Sri Sundaram, EW, MW, TS, CS, DP, PH,LL**

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|  |  | **ACTION** |
| 1. | 1 member of the group was present at the meeting today. |  |
| 2. | **Welcome**  Bev welcomed Anna & AS to the meeting.  Dr. Sri, TS, MW, EW, CS, DP, PH & LL sent apologies. |  |
| 3. | **Practice Update**  **Retirements**  Linda – Practice Manager & Gill – Receptionist, will both be taking retirement this month. Their last working day being Christmas Eve. Linda has worked at the practice for 32 years and Gill for 12 years. They will both be missed by colleagues and patients. We are planning a farewell celebration and a small get together at the practice on Christmas Eve. Anyone is welcome to attend to say their farewells.  **New Reception Staff**  We have recruited two new reception staff to start after the Christmas break on 29th December. Karen and Dhammika. Both have previously worked in General Practice for many years. We are looking forward to welcoming them to the practice team  **Admissions Avoidance**  The practice is participating in NHS England’s admission avoidance enhanced service. This involves identifying patients who are more at risk of having an admission to hospital due to existing health problems and long term conditions. These patients are given a care plan and are regularly reviewed so that they can continue to be cared for at home. Our former practice nurse Kath Baddeley is helping out on a temporary basis with the care plans and reviews.  **Winter Pressure Schemes**  Bev advised that the practice is participating in the local winter pressure scheme, to minimise attendances at A&E and avoid unnecessary admissions to hospital. We are opening on a Saturday morning until the middle of February 2015, with the possibility of the scheme being extended to the end of March 2015.  These appointments will be for emergencies only and will not be utilised for any routine appointments. The appointments will be available between 7.30am – 11.30am. The practice will be taking telephone booking from 7am. Posters advertising the scheme have been put up on display in reception and given to local pharmacies. The information is also included on our practice website and NHS choices site. |  |
| 4. | **Twitter & Facebook**  We now have a twitter account in addition to Facebook as we discussed at the last meeting. We hope to use these methods of social media to try and engage with a wider audience, particularly to the younger members of our practice population to deliver messages regarding health promotion and any other topical health issues. |  |
| 5. | **Friends & Family Test**  As advised at the last meeting this is now up and running in the practice. All of the materials and questionnaires are available in the reception area. There is also an option to complete on the practice website.  Any feedback received will be discussed and wherever possible be used to improve our current services. |  |
| 6. | **AOB**  **SMS Appointment Reminders**  AS mentioned that the SMS appointment reminder service did not appear to be working. Bev will check the settings and ensure that this function is re-activated.  **Pharmacy Minor Ailments Scheme**  We discussed the pharmacy minor ailments scheme. This is another option for patients to access health care for any minor illnesses, as an alternative to seeing the GP and to minimise attendances at A&E. The scheme will be ongoing and treatment will be free for patients who do not currently pay for prescriptions. However, the scheme does have some limitations and is not suitable for everyone. The receptionists have a comprehensive list of what is included in the scheme for patients who require any further information.  **Increasing Practice List Size**  We discussed ways in which the practice could increase the list size and hopefully work towards securing new premises in the future. Our improvement grant submitted in September was unsuccessful. The site at the top of Weston Street, which we previously discussed for possible purchase of a plot to build a new surgery, has now been sold for social housing.  One idea was to put a banner on the railings at the bottom of Weston Street. This may require some sort of permissions which would need to be researched. This will be discussed again at the next meeting. |  |
| 7. | **Next Meeting**  March 2015 - TBA |  |