**Adderley Green Surgery**

**Patient Participation Group Meeting - 19th May 2016**

**Present: Bev Heath – Practice Manager**

**AS, CS, IJ**

**Apologies: Dr. Sri Sundaram, EW, MW**

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|  |  | **ACTION** |
| 1. | 3 members of the group were present at the meeting today. |  |
| 2. | **Welcome**  Bev welcomed all to the meeting. |  |
| 3. | **Practice Update**  We discussed the practice team as there have been more staffing changes since the last meeting.  **Nursing Team**  Practice Nurse Gillian Miller has now retired.  Practice Nurse Janet Pusey is covering an extra session each week until the vacancy has been filled. There has not been much interest in the role. There is a shortage of practice nurses locally. However we will continue to keep the advert running.  Kath Baddeley (our former practice nurse who re-located to Bulgaria) helped out last winter. We now have an agreement that she will be returning to the practice for 6 months from October – March.  We have a Health Care Assistant Donna Legeckis for one session each week, to carry out NHS Health Checks, BP checks, ear syringing, spirometry, as well as delivering our over 75 home visiting service again for this year.  **Clinical Team**  Since September, we have Pharmacist Naz Khideja running a minor ailments session and an extended opening session each Tuesday. Naz is able to see and treat most minor ailments and is also helping the practice with medication reviews.  Nichola Walker, Nurse Practitioner has also joined our team and is running a regular minor ailments session on Friday mornings. She too is able to see and treat most minor ailments.  **Reception/Admin Team**  Since the last meeting we have 2 new reception staff, Denise Paskovas and Claire Bennett. Both have settled in very well and extremely positive comments have been fed back from patients.  Shirley Ware will be retiring in early July 2016. We have already recruited a new receptionist, Amanda Mosedale who will be joining us on 13th June 2016. |  |
| 4. | **Migration to Emis Computer System**  The practice is in the process of migrating to a new clinical computer system. The go live date is planned for 23rd June 2016.  We are issuing two monthly, post-dated, repeat prescriptions to help this process to run smoother and reduce the amount of data to be inputted following go live.  All patients will have to re-register for on-line services following the go live. There is a note on the website altering users about this. |  |
| 5. | **Appointments System**  We discussed the availability of appointments. It has been highlighted that some patients would appear to be struggling to obtain an appointment to see the GP and there would appear to be a reduction in the availability of on-line appointments.  Bev informed the group that the GP had been off for a couple of sessions which would reflect this and we do not currently offer on-line booking for nursing appointments, as different types of appointments require different time slots. We will review the on-line availability and increase the slots where deemed appropriate to do so.  Bev advised that there has already been a discussion in practice about having a walk in service, run by Dr Sri for one morning each week. The day has not been agreed yet and this will be better to implement once the new computer system is in place and staff are confident in using it. This will be announced at a later date.  We discussed accessing other health care services for minor ailments, to alleviate the pressure on GP appointments such as the pharmacy minor ailments scheme which has been running for some time, but in general appears to be a lack of awareness about the scheme. It was discussed about having a postal campaign, but felt that this would be too costly for the practice. We agreed to continue to promote the scheme wherever possible in house. |  |
| 6. | **Skype**  We are currently in the process of setting up skype consultations. The practice will be purchasing a tablet or webcam over the next couple of weeks to get this up and running.  Initially this will be set up for about 10 patients and once established the plan is to utilise this method of patient contact for some practice nursing appointments.  Bev suggested that any interested patient who wishes to sign up but is uncertain on using the technology, could have a training session at the practice to assist with setting up a skype user name. Progress on this will be reviewed at the next meeting. |  |
| 7. | **AOB**  **Disabled Access**  Since the last meeting the practice has purchase a portable ramp and wheelchair to facilitate better access for patients with disabilities and mobility problems.  **Over 75 Home Visits**  Following the success of the home visiting scheme over the last couple of years, this project will continue again this year. All checks will be carried out by Donna, Health Care Assistant.  **Text Message Appointment Reminders**  A request was made to send appointment reminders on the day, as this is not happening at the moment. Bev will check the settings on the computer system. The new system when up and running will also be set to send on the day reminders.  **North Staffs Pensioner’s Convention**  AS & CS are both members of this group and they have recently been petitioning help to help save Community Pharmacies which are currently under threat of receiving a cut in funding which may lead to the closure of many of our local pharmacies. This is just one of the many projects in which the convention participates, as well as many social events. This is a great way to make new friends as well as helping to champion important events within our communities.  If you are interested in joining this organisation, they can be contacted on 01782 201724 or have a look at the website at [www.greypowernorthstaffs.org.uk](http://www.greypowernorthstaffs.org.uk) where you can access their very interesting and informative newsletter.  Bev also has the latest newsletter if anyone would like a copy – please ask at reception. |  |
| 8. | **Next Meeting**  Date to be announced |  |