**Adderley Green Surgery**

**Patient Participation Group Meeting – 10th November 2016**

**Present: Bev Heath – Practice Manager**

 **AS, CS, IJ**

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

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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****Reception Team**Bev reported that the Receptionists are now Clare, Denise and Lindsey.Shirley retired from the practice in July 2016.Positive feedback has been received regarding the reception team. **Clinical Team**Nurse Practitioner, John Cumberbatch is coming back to the practice to help out with holiday cover.Practice Nurse, Kath Baddeley is back working in the practice from October until the end of March 2017. |  |
| 4. | **Suicide Prevention**The NHS Clinical Commissioning Group want primary care providers to be alerted to the risk of suicide (Note. The Office of National Statistics say well over 6,000 suicides occur each year, mostly men) and suggests that people in general are encouraged to seek help with anxiety and depression before it becomes serious. The practice has performed an audit in practice, one of the learning outcomes is that all the practice clinical staff are to receive training.CS said that when she attended the surgery in difficulty, with anxiety, she was immediately referred to 'Healthy Minds' which she found very helpful.There are posters in the waiting room but Bev will also place an item concerning mental health on the practices Facebook page and practice website. |  |
| 5. | **Cancer UK Prostatitis Leaflet**The practice has also completed a cancer audit. We audited a patient with a diagnosis of prostate cancer. Learning outcomes were no PSA blood test was performed as symptoms were of prostatitisAS said that some years ago (pre-Sri) when he asked for a prostate-specific antigen test (PSA) he was discouraged but Bev said that any patient now attending the surgery with relevant symptoms would be prescribed a PSA test as per the outcome of the audit.Prostate Cancer UK have an informative leaflet. It is a large document and it would not be economical to down-load and print so Bev has ordered a batch from Prostate Cancer UK for distribution.Again information will be put onto facebook and practice website. |  |
| 6. | **Local Community Bed Closures**This has been at the forefront of local news over the last few months. Bradwell hospital has delayed closure until the end of the year.AS said that Stoke University Hospital will still need to discharge patients the instant they are assessed as not requiring further treatment in order to allow admissions but with the proposed closure of local hospitals they will have no option other than sending them home. In theory they would then be attended to by home-care Carers but there is a shortage of these people and they are not medically trained. No doubt discharged patients will most likely develop conditions that require the attention of a GP. How will this extra demand affect the practice? Bev said that they had not been informed of any additional provision.Dr Sri reported that it is uncertain how this is going to be managed locally and would have an impact on general practice and other community services which are already stretched to the limit. We will await further information. |  |
| 7. | **AOB****Primary Care Access HUB**In order to satisfy the governments demand for a seven day GP service a central hub, based at the Meir Health Centre, has been organised. It will be accessible via the 111 telephone service who will signpost and provide an appointment to see a GP. The service will have access to patient's records, to assist them with a diagnosis and in providing treatment, but the permission will not allow them to make any changes to your own doctor's notes.**Premises Development**The application for funds for the planned extension of the practice's premises, at the rear of 28-30 Weston Street, in order to provide an additional surgery, have not yet been approved so it cannot be progressed yet.**Miscellaneous**IJ complained that when he attends a hospital his records still show him to be a patient of a Doctor Jaiswal even though he has complained about it several times. Bev said that it was the hospital's records that are at fault and she had already spoken to them, but will try again to get them corrected.A query was raised regarding the Health Visiting Service and cuts being made.Since the meeting Bev has spoken to our practice health visitor who advised that the service is being recommissioned, but is not aware of likely outcomes at the moment. It is known that some health visitors have already applied for other job roles due to the uncertainty of the future of the service. No other information is available at the moment. |  |
| 8. | **Next Meeting**Date to be announced |  |