**Adderley Green Surgery**

**Patient Participation Group Meeting**

**24th May 2017**

**Present: Bev Heath – Practice Manager**

**Kath Baddeley – Practice Nurse**

**Jacqui Hall - Receptionist**

**AS, CS, IJ, DR, GW, GG**

**Apologies: EW, MW, LT, LL, AL, PH, DP, TS**

|  |  |  |
| --- | --- | --- |
|  |  | **ACTION** |
| 1. | 6 members of the group were present at the meeting today. |  |
| 2. | **Welcome**  Bev welcomed all to the meeting and introductions were made this being the first PPG meeting since the practice merger on 1st April 2017 |  |
| 3. | **Health Literacy & Pre-diabetes**  Practice Nurse Kath Baddeley talked about the work we have been doing since taking over the practice.  A lot has been happening with Medicines Management; Dr Sri has had to review a lot of prescriptions and in some cases stop medicines that are not prescribed within the guidelines. The medicines team from CCG are working with us.  We are working on a health literacy project this year, following on from the work done last year at Drayton Road site. We are going to be reviewing all of our literature and ensuring that this and the language used by health professional are in an easy reading format. The average age for health literacy is 9. This will be on ongoing project.  We discussed publishing the names of all staff and roles – this information can be found on the practice website and NHS choices site.  We have done a lot of work around pre-diabetes and are introducing this to Drayton Road site. Kath will be arranging a health education group to discuss diet, lifestyle, the sessions will be open to anyone who wishes to attend. We have a questionnaire for pre-diabetes, which will be place in reception for anyone to complete as well as the nursing and health care staff using in consultations. The questionnaire will highlight anyone who has pre-diabetes and intervention can be put into place much sooner.  A suggestion was made to invite Diabetes UK to speak at one of the meetings  **Admission Avoidance**  Kath also explained to group the work we do around keeping people well an out of hospital. We identify people who are at risk of hospital admission and Kath and the nursing team arrange an assessment at home or at the practice. We reserve appointment slots for these patients so same day access if available.  Weston Street has been running a home visiting service for the last 3 years for our patients who are aged over 75 and have identified needs to improve the quality of life for several patients who otherwise do not attend the practice. We will also be rolling out this programme for Drayton Road patients this year and will include patients from aged 65 – who will be invited to attend the surgery, or home visit if necessary.  **Care Navigation**  We are participating in other initiative to signpost patients to the right person to treat their ailments. The reception staff has been asked to politely enquire as to what the problem is when patients call in, so we can direct them to pharmacy schemes for minor ailments, to the pharmacist prescriber, nurse practitioner, practice nurse or even voluntary agencies for social needs. This ways working will free up GP appointments so that they may concentrate on patients who have more complex problems.  **Late Night Opening**  We are open until 8pm on Monday at Drayton Road sire and 7.30pm on Tuesday at Weston Street site for same day appointments. |  |
| 4. | **Practice Staff Update**  We informed the group that we have two regular GPs Dr Jean and Dr Sri, Sharon our full time ANP, Nurses Kath, Liz and Janet, HCA Donna, Manager Bev, senior admin Annette and admin/ reception team Jacqui, Kath, Jane, Immy, Denise & Lindsey. |  |
| 5. | **Computer System & Telephones**  Bev informed the group that we are migrating Drayton Road to Emis Web computer system on 15th June 2017 then merging the two systems together on 30th June 2017. There will be a period of down time during both periods, we have plans in place to minimise the impact for patients.  We are also installing patient call in and self-check in systems to reduce queues at the reception. The call in screen will also act as a patient information screen with educational material being displayed.  Patients who are registered for on-line services at Drayton Road will need to re-register s this foes not transfer over. Bev suggested to do this from the first week in July. All patients registered for on-line will be sent a reminder text message prior to 15th June as a reminder.  We are implementing a new telephone system with the local IT department. We haven’t had a final date for go live yet as the telephone number is in the porting over process. The telephone number for both sites will remain the same. We will have a new fax number, which will be live within the next couple of weeks. |  |
| 6. | **AOB**  We discussed how the practice has previously run on locum cover and patients becoming frustrated with no continuity of care. We assured the group that we now have a stable GP team and we are working through our plans to making the service better for patients and offer new services.  We are looking forward to working with new patient group.  Thank you all for attending. |  |
| 8. | **Next Meeting**  End of August – date to be confirmed |  |