

**NORTHFIELD MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 10th May 2017**

In attendance:

Val Foster-Baines (VFB)
Marian Broomhead (MB)
Jackie Collington (JC)
Joy Franklin (JF)
Peter Hodgson (PH)
Mike Howkins (MH) (Chair)
Annette Kirt (AK)
Ann Markham (AM)
Dr Anil Sood (AS)
Jenny Quilter (JQ)

The Chair (MH) informed the group that John Page (JP) had stepped down from the group.

Apologies:

Dr Jennifer Jones (JJ)
Norma Ward (NW)

ITEMS	OUTCOME/ACTION REQUIRED
Notification of items of A.O.B.	<ul style="list-style-type: none"> • JQ – Health and Wellness Fair
Review of minutes previous meeting held on 1st March 2017	<p>Minutes of last meeting agreed.</p> <ul style="list-style-type: none"> • <i>Care Quality Commission (CQC) Visit – the Report is now posted on Surgery website and also on the notice board.</i> • <i>Pneumonia Vaccination Campaign – catch up due to have started in April but there has been a problem from manufacturer's side, in that the vaccine is not available.</i>
Paracetamol and like over the counter medicines for short term illnesses – progress report	No feedback/comments received from patients
Repeat Prescription Ordering – Change in Procedure Report	JQ reports that there have been some teething problems and that this has created a lot of work for the practice as patients have had to come in to the Surgery to order prescription. Those not able to do so have been advised to write to CCG with their issues.
Patient Survey Results	<p>Following on from results of National GP Survey in 2016, the Practice carried out its own survey back in Dec 2016, to explore 7 aspects of the service:</p> <ol style="list-style-type: none"> 1. Overall quality of services provided by the Practice; 2. Quality of care by Doctors during consultation; 3. Quality of care by Nurses during consultation; 4. The helpfulness of our Reception Team; 5. Your ability to get through to the Practice by Telephone; 6. Your ability to see or speak with your Preferred GP; 7. Opening hours of the Practice. <p>JQ circulated results which were also discussed – very favourable results which were appreciated by Practice staff – results to be displayed on the Surgery notice board.</p>
Dementia Awareness Week	JQ informed group that this was to take place in the coming week and due to late notification, there was not enough time for PPG to do anything.

	<p>JC wondered whether the Practice/PPG could receive an annual calendar of health campaigns in order to choose initiatives to support and act upon in good time. JQ to request.</p> <p>Post meeting, JQ requested annual calendar of health campaigns; received through link: http://nhsemployers.org/your-workforce/retain-and-improve/staff-experience/health-work-and-wellbeing/sustaining-the-momentum/calendar-of-national-campaigns-2016/calendar-of-national-campaigns-2017-table and to be discussed at next meeting.</p>
<p>PPG Locality Meeting – Monday 27th March 2017</p>	<p>MH attended this & circulated report. Members to let MH know if interested in any issues in his report.</p> <ul style="list-style-type: none"> • There had been some concern that the new system for repeat prescriptions disadvantaged some patients over an issue which is not their fault.
<p>PPG Initiatives including patients comments and suggestions</p>	<ul style="list-style-type: none"> • No comment forms received from patients • AK reported that they had started a ‘Menopause Support group’ at her work and that most people using it had reported the importance of talking to someone in their GP practice with a particular link/specialism in that area; she wondered whether the Practice would look into linking someone in with that service area, here at our Practice. (<i>Action: To discuss again at next meeting</i>)
<p>Surgery News</p>	<p><i>Staff Update</i> – JQ & AS provided report as follows: Currently interviewing potential nurses to expand the team</p> <ul style="list-style-type: none"> - New GP Registrar started in April - Dr Rachel Omand, previous GP registrar with the practice, has also taken up a permanent GP post. Dr Omand will be working Weds-Fri.
<p>AOB</p>	<ul style="list-style-type: none"> - <i>Health & Wellness Fair</i> Taking place this Saturday (13th May 2017) – a flyer circulated - <i>Waitrose ‘Token’ Initiative to obtain an ECG machine for the Surgery</i> The PPG to take on this initiative. MB volunteered to see the Waitrose Manager regarding this and to liaise with MH to take forward.

DATE OF NEXT MEETING : WEDNESDAY 26th JULY 2017 @ 6PM