

Abbey Medical Centre Patient Participation Group meeting January 18, 2017

Present: Sue McNab, Thelma Hembury, Christine Tyldesley, Joy Stevenson, Chris Barnatt, Jean Yarnell and Dr David Cavanagh

Apologies for absence: Jean Reid, Debs Smith, Gerry Coppell and belated apologies from Richard Heppell

Chris Barnatt agreed to chair the meeting.

Minutes of the last meeting: Agreed

Matters arising: Joy told us that the family of Mrs Margaret Lambert, a Golden Years participant who sadly died recently, had asked for money in lieu of flowers at her funeral to go towards financing another music event for elderly people and people with dementia and their carers in the surgery. Mrs Lambert enjoyed a number of our sessions, which were the only events she could be persuaded to attend. Members of the committee were saddened to hear of her death but touched at the family's gesture.

On the subject of a virtual patient group for people who could not attend meetings but would have views to offer via the internet, Dr Cavanagh mentioned a collaboration platform called Slack and said he would talk to Debs about this.

Election of officers: Joy said that we were one or two members short of the number required (half the membership) to hold the annual general meeting and this was postponed until the next meeting. The election of officers will take place then. Sue asked Chris if he would consider putting himself forward as regular chairman.

Patient Reference Group report: Sue reported on the Patient Feedback survey which will be carried out in the surgery during the last week in February and the first week in March. We must aim to get 4% of our patient body (about 200) surveys completed by people coming into the surgery and Sue will be asking PPG members to form a rota to encourage this and help people where necessary.

Sustainability and Transformation Plan: Richard Heppell said he would go to the South Notts public event on this new health care plan being held at the City Ground on January 24, but it is open to all.

The Big Health debate on prescription medicine: The PRG has asked if we can put this survey on our surgery website.

One of our patients, Mr Din, attended the PRG on behalf of the Beeston Muslim community to talk about problems in getting death certificates and coroner approval for Muslim burials to take place within 24 hours, as required by the Muslim faith. There is also concern among some faiths about post-mortem examinations. The PRG agreed to look into these issues with the Nottingham West Clinical Commissioning Group and report back.

The next Mystery Shopper exercise, where people call the surgery to try and get certain appointments, is imminent.

There is another round of Lifestyle funding available but applications must be in by the end of January and Debs asked Joy to say she does not feel this can be achieved. Sue said perhaps we should start thinking about another project for next year in plenty of time.

Flu Jabs: The PRG wanted members to ask their surgeries about how flu jabs being given free to those who qualify in pharmacies had impacted on the surgeries and their ordering procedures. Joy and Dr Cavanagh said there had been an impact in that some people who had booked a flu jab at the surgery were offered one in a pharmacy and some took up the offer and then cancelled the surgery appointment. Although the Abbey had used all the flu jabs it ordered and were told who had had a flu jab in a pharmacy to put towards the Abbey achievement of flu jabs, there was a loss of money in the element of payment to the person actually giving the flu jab.

The PRG has asked PPGs if we would like visits from other PPGs and Sue suggested we might ask reps from the Saxon Cross surgery in Stapleford, where there is a virtual PPG up and running, to come and talk about that. She agreed to speak to Debs about this.

Times of future meetings; It was agreed to defer this until the next meeting.

Golden Years round-up: Joy said it had been so nice that people came to these events from other surgeries, particularly one man who came with his wife once or twice and then came to the event after she sadly died. Joy said the idea of music in the surgery on its 'closed to the public' afternoon had delighted many people at meetings she had been to. Sue said the PRG had also thought it a good idea.

Ideas to encourage younger members to the PPG: Sue thinks it would be a good idea to go into schools locally and Chris B said there were social care courses in schools and colleges which might tie in with this. He agreed to draw up some ideas for the next meeting.

On-line services: Joy said the surgery had 8% of patients who book services online but must try to increase this figure to 10%. Do we have any ideas on how this can be promoted? She said the people who book online are more reliable and do not count among the Do Not Attends, of which there were 50 in the previous week. This is people who make an appointment to see the doctors or nurses and then just don't turn up. The members were shocked at this figure. The surgery will be trying to expand the number of online patients and any ideas are welcome.

Any other business: Both the CCG and our own practice is overspent on its drugs budget and a partly-funded pharmacist has been allocated to the surgery to try and query all repeat prescriptions to make sure people still need the drugs. The pharmacist also has clinics to see patients for a medical review, which is saving the GPs lots of time.

Cheryl, one of the receptionists has left, and has been replaced by Rebecca Credgington, who is the daughter of receptionist Wendy.

Dr Notingher also left the practice at Christmas and has been replaced by Dr Joanne Taplin.

The surgery had had three days of problems with the telephone system.

Joy said the surgery was now working with an advisory counsellor one morning a week to find ways to improve the way things are done in the surgery and it is helping.

Sue was pleased to report that the dementia bungalows at Bexhill Court, Central Avenue, have opened. This was a project the Abbey PPG fought for when the plan was turned down by Broxtowe Borough Council. We persuaded CCG to join the fight and there was a change of plan.

Chris B rounded the meeting off by saying there had been a lot of good news.

Next meeting: Thursday, March 16, 1pm.