

Abbey Medical Centre Patient Participation Group Minutes of meeting held on November 16, 2017, at 1pm

Present: Darren Bailey, Jean Yarnell, Jean Reid, Chris Barnatt, chair, Christine Tyldesley, Gerry Coppel, Debs Smith, Sue McNab, Thelma Hembury.

Apologies: Joy Stevenson (at a receptionists' meeting), GPs (at a training event).

Minutes of the last meeting: Agreed

Matters arising: Re contacting younger people to interest them in PPG membership, Sue said action was being taken at PRG level through the Carers' Federation, which she hoped would help with this in local schools. Darren said he had recently had contact with students in the area via Oxjam and would see if he could follow up.

The coffee morning and tombola went well and including a closed bid for brownies baked by a member of staff raised nearly £450. One patient donated a watercolour painting she had done and this was raffled along with many other prizes.

PRG report: Sue had been expecting Richard to report but gave an on-the-spot short report. There was concern that the PRG would continue in the new arrangement of combining CCGs in Nottm and Notts. Currently only Nottm West has a PRG but it has been a successful and award-winning model.

Mark Russell has been elected as its new chairman and this was welcomed by members off our PPG who have had dealings with Mark in the past.

Sue asked and was told the Abbey surgery has three machines for detecting atrol fibrillation and she asked under what circumstances this service was offered. She also relayed a question from PRG regarding Enhanced Community Services for osteoporosis and other chronic conditions and Debs will report back.

Golden Years: There will be a Festive Party on December 14, 2017.

This will be the sixth event in this series aimed especially at people with dementia and their carers, the elderly and isolated. People do not have to be patients at our practice to attend these free events, the main theme of which has been music. Members off the PPG who can help are to liaise with Sue. Darren suggested asking for small donations to help stage future events, but the members agreed on the idea of a small raffle.

Any other business: Debs said Dr Dickinson had left the practice to take up a new post in Eastwood. In looking how to move forward, the practice is looking for a replacement GP for some sessions but is also appointing an Advanced Nurse Practitioner, with skills somewhere between a nurse and a GP, who will be able to act as a triage service. The new member of staff, Paula, has a background at the out-of-hours NEMS service and as a community matron and is currently completing a subscribing course which will enable her to write prescriptions from next April. Debs said this was an exciting move for the practice as it is hoped she will be able to see some of the patients who call on the day but cannot get an appointment and are asked to sit and wait at the end of main surgery times.

Chairman Chris was concerned that patients will still be able to see a GP if they feel that is what they really need. He was concerned on behalf of people with chronic illnesses. The practice did not, he said, want people giving up if they can't see a doctor and going to A&E. Debs said there will be a checklist of questions for receptionists to ask and patients will not be told they cannot see a GP. She said the current practice nurses already see many patients with chronic illnesses such as asthma and Type 2 diabetes.

Darren said a similar system worked very well at his previous GP surgery in Ilkeston. A nurse practitioner saw some patients by appointment and at other times was triaging.

Debs said that patients who go to A&E when they could have waited to be seen by a GP get warning letters on a 'three strikes and out' basis but this system is very time-consuming.

Date of next meetings: January 10, 6.30pm, and March 15, 1pm.