

Minutes of Patient Participation Group Meeting

Date:	8 th September 2014
Attending:	Practice Representative: Linda Smith – Practice Manager (LS) PPG Representatives: Peggy Robertson-Ritchie (PRR) Barbara Stirk (BS) Chris Bosley (CB)
Apologies:	Dr Liz Morrison – GP (LM) Lynne Leeming (LL) Jeanette Reynolds (JR)

<p>LS Chaired the meeting of the Anstey Surgery Patient Participation Group (PPG).</p>	
<p>Agenda Items:</p> <ol style="list-style-type: none"> 1. LS thanked PRR, BS and CB for attending the meeting. 2. The minutes of the last meeting (17th June 2013) were agreed and these will be available for all patients to see via the practice website. www.theansteyssurgery.co.uk <p>2. News from the practice:</p> <p>Staff changes – We had one new receptionist start in August 2013, another is due to start in November 2014.</p> <p>Electronic Prescriptions (EPS2) – we are gradually building our numbers of patients using this service to date it stands at 12% .</p> <p>Telephones – A new telephone system was installed in October 2013. It enables many more staff to answer the phone (staff permitting) to improve wait times.</p> <p>More chairs for the waiting room have been purchased these should be ready in November.</p> <p>75s & Over – named GP – the practice sent out just under 600 letters to our 75 & over patients giving them a named GP. The aim is to provide more personalised care, the named GP will work with any relevant health & social care professionals to ensure that the care needs for patients are met. Offer a health check if appropriate. All new patients that turn 75 in the coming year will also be sent a letter.</p> <p>Unplanned Emergency Admissions – 2% of all our patients aged 18+ have been identified and each has been given with their agreement & involvement an individual care plan for them to keep at home. The care plan can be used if they need to access medical care out of hours, the care plan includes their current problems, medication, allergies, if appropriate any DNR requests and Carer details. Over 130 patients have taken up the offer and all have an individual care plan.</p>	

<p>Pneumococcal Vaccination catch-up programme – Throughout August we ran a catch up campaign to vaccinate patients 65+ who are eligible for a pneumococcal vaccination.</p> <p>Shingles Vaccination programme – this year it includes patients aged 70,71,78,79 year olds – year 2 of scheme.</p> <p>Seasonal Flu Vaccination Clinics – we are expecting our first batch of flu vaccines to arrive 19th sept – clinics will then be available from late September. All patients at risk will be eligible, all aged 65 years and over and children 2-4 years old.</p> <p>Friends and Family test – this is a contractual requirement for the practice to do, it comes in from December 2014 and There is one standard question & one follow up question – the questions are:</p> <ol style="list-style-type: none"> 1. How likely are you to recommend our practice to friends and family if they need similar care or treatment? 2. If we could change one thing about your care or treatment to improve your experience, what would it be? <p>The F&F test is available on the website at the moment as we are piloting this at the moment. Patients do not need to be asked to respond to the FFT question after every interaction, but they should be made aware that the opportunity is available to those that want to provide feedback through the FFT at any time. Results will be published each month to the NHS Choices website.</p>	
<p>3. Actions for the patient group: It was agreed that the patient group will review any comments left by patients from the friends & family test.</p>	PPG
<p>The group agreed to review the questions used in the last patient survey in preparation for running the survey early 2015.</p>	PPG
<p>Health awareness campaigns – the group were asked to consider which campaigns to support during 2015, this will be agreed at the next meeting.</p>	
<p>4. AOB - CB will attend the next West Leicestershire Care Commissioning Group PPG Chairs meeting on the 11th Sept.</p>	
<p>Date and Times of next meeting: Monday 10th November @6pm</p>	