Clifton House Medical Centre

**Patient Participation Group meeting**

Minutes of the meeting held on 21/02/19 10:00 to 12:00 hrs

Present: Donna Shepherd Practice Manager.

Tom Chair/ Minutes.

EC, VH, JE

Apologies HB, KJ, EH

The meeting started with a briefing by Donna who went on to apologise for the lack of minutes for the last meeting and agenda which had all fallen foul to a total breakdown of the computer system a problem that was reported to be an issue across the Region. We agreed we could manage without the minutes and proceeded with dynamic agenda covering current issues.

1. An update from the surgery was made to the group by Donna. Kim, Clinical Practitioner has achieved the qualification and can now practice as an Automatous Nurse Prescriber. We have 2 new member of staff practice nurse Becky and phlebotomist Sue. Doctor Christine is settling in well and is staying with “Team Clifton” (hooray).
2. The role of the Paramedics was discussed and it was agreed they had integrated well and where contributing to the needs of patients and relieving pressure from the GP’s by undertaking home visits. The group exchanged views and commented on the update, the general consensus was positive and that progress was being maintained.
3. A briefing on Hull Health Forward Confederation (HHFC) was given by Donna with regard changes being made to the operating status of the practices in the confederation. Moving forward for legal reasons and operational necessity the HHFC will be forming a limited company by shares. This action does not affect the Private Practice status.
4. Donna gave an overview of the Jean Bishop BEM, Centre for Care of the Elderly and Vulnerable in the community and the services on offer. In summary it is best describe as ICC frailty unit, a one stop shop for patients with chronic illness and who are recommended by the practice based on a frailty score. Patients are invited to attend for a day to access the required services which are in house and comprehensive to include Consultants, nurses, physiotherapy, Occupational Health, scan facilities, falls team. Et al EC who had been referred by Clifton House was very positive and uplifted by her experience and reviewed her day with us, she also mentioned that lunch was provided for her and her personal assistant which was very good. EC to feedback at next meeting if attending and actions taken has had a positive effect on her lifestyle. DS informed that it was noted by the administration at the centre that the Clifton House patient invitation letter and explanation to potential patient referees was a model of best practice, as was the comprehensive information sent with the patient for their appointment.
5. A brief mention was made with regard to the different models of groupings in Hull and the closure of individual practice premises. The Group discussed the situation and agreed unanimously that although changes were inevitable believes Clifton House being part of the HHFC grouping would continue to provide best patient care.
6. Donna noted the uptake for the flu vaccine had been much lower than expected even though all usual measures to achieve have been undertaken. A discussion ensued with mostly of our personal view of the vaccine. We were asked to come up with ideas to promote the take up of the vaccine, for the next meeting. *Tom came up with a brilliant idea* *but can’t remember what it was!*
7. Sadly knit and natter to be no longer being held at the practice due to the difficulties of room availability, disability access and patient interest. All agreed this was sad as EH had put a lot of work into its uptake. This will be put on a back burner to be looked at again in the future. After discussion it was agreed for a notice board to be allocated entirely to support groups, events, etc. which are taking place in the local area for local people. This will be kept updated by the practice staff and with support of the PPG.

The meeting closed at 12:00 hours with a proposed date for the next one to be arranged in June.