**CLIFTON HOUSE MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on**

**9th September 2016 at 10.15 – 12.00 hours**

**Present:** Donna Shepherd - Practice Manager – Chair, KJ, JE, HB.

**1. Introduction and Apologies**

Donna welcomed everyone to the meeting and gave apologies for Dr C Lewis, EC and IW

**2.** **Minutes of the last Meeting**

There were no issues arising from the minutes of the meeting held on 29.04.16. and they were accepted as a true record of the meeting.

**3. Care Quality Commission (CQC) Report**

**The Practice were pleased to have received the report from the CGC visit**

The practice was rated as Good, with positive comments.

Problems noted that were being actioned: Language barriers, depravation, recruitment of a GP.

Many thanks to the PPG who CQC stated were knowledgeable, informative, supportive of the Practice, aware of the issues and aware that the Practice was trying to solve them. The CQC were pleased that the PPG were aware of them and also that the PPG felt involved with the Practice and that their involvement produced actions.

There was a 12 week wait before the report was received. It is now available on the Practice Website, Facebook and Twitter. JE and HB will access the report via the website; DS will provide a printed copy for KJ.

The practice had thanked all of the team for all of their input and continual support to make Clifton house a “Good” practice. All Clifton House went out for a celebratory barbecue.

**4. New Members PPG Participants**

IW is definitely interested in joining the PPG but was unable to attend today.

DS is still asking patients to join as all agreed that the group would benefit from being a little bigger and having a diversity of patients to represent all areas.DS wished to arrange a further recruitment day and JE proposed tying it in with a Charity event. It was agreed that this would be held on Friday 21st October 2016 which is the Breast Cancer Charity Day. KJ, JE and HB agreed to attend for part of the day. Buns and balloons were suggested!

**5. Changes within the surgery**

*In House Stop Smoking Clinic:* This clinic now hosts a stop smoking clinic. Referral by a GP and is open to Clifton House patients and patients of other GP surgeries. Patients can also be referred through the Stop Smoking Service. Posters displayed in surgery and on website and twitter.

*Long Term Locum GP:* Dr Raj Kumar will be undertaking six sessions per week in the hope that this relieves the pressure from the Practice Doctors.

*Clinical Practitioner:* Kim Stanworth will be joining the surgery full time on 12th September 2016. She will be dealing with acute problems (not long term chronic conditions), prescribe medication, triage patients and carry out home visits. This appointment should also relieve the pressure from the Practice Doctors. Posters displayed in surgery and on website and twitter.

JE was concerned that if patients continually phoned the Clinical Practitioner, this would ‘clog-up’ the telephones. DS explained that a system would be put in place to take details and the Clinical Practitioner to return calls therefore effectively freeing receptionist to answer further calls. The practice is aware the system would change and grow and need to be monitored and audited for effectiveness.

Kim Stanworth is to be invited to the next PPG meeting.

*Text Messaging.* This service has been set up for patients who give their consent and mobile phone number. It will be used as an appointment reminder service and notification service – test results, flu jabs, etc. Reception staff will also be able to notify patients if a surgery has been cancelled. Text messaging to aim improvement for information cascading, reducing telephone calls therefore freeing up telephones and receptionists time, also to reduce the amount of paperwork involved ensuring the practice continues to be environmentally friendly. Patients are to be responsible for ensuring mobile numbers are up to date and correct.

*Medical Records on Line:* Patients can now apply to their GP to access their medical records on line. Patients to ask at Reception for an application request for online services which will also inform the rules and regulations to accessing your records online.

**6. Urgent Care in Hull**

DS distributed leaflets/booklets about Urgent Care in Hull consultations which asked for views regarding the proposals around the future of urgent care services in Hull. Patients and PPG had been asked for their input. Posters and leaflets have been placed in surgery.

**7. Next Steps – None discussed.**

**8. Any Other Business**

**None.**

**9. Date of Next Meeting**

PPG Recruitment/Breast Cancer Charity Day – Friday 21st October 2016.

The date of the next PPG meeting to be advised.

The Chair thanked all for attending and the meeting closed at 12 noon.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Donna Shepherd – Chair

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_