**Adderley Green Surgery**

**Patient Participation Group Meeting**

**14th November 2018, Longton Health Centre**

**Present: Bev Heath – Practice Manager**

 **AS, DH, IJ, GW**

**Apologies: DR, DP, CS, TS**

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|  |  | **ACTION** |
| 1.  | 4 members of the group were present at the meeting today. |  |
| 2. | **Welcome**Bev welcomed all to the meeting and introduced new group member DH |  |
| 3. | **Practice Update – Staff & Premises**New Practice Nurse, Kay, has been recruited and will be at the surgery four days a week. Sickness has created staffing problems but Kath is back with us from October till the end of March, to cope with the increased demand over the winter months, and home visits for the over 75s will be resumed. Iamreen, who is presently on maternity leave, may be back next month. We have a doctor trainee at the practice who will leave shortly to work on a hospital placement but return in about six months. DH asked if there would be anyone to deal with mental health issues and Bev assured her that there would be.The surgery in Weston Street has been redecorated and new chairs provided. Funding has become available from NHS England and an application for to build on the yard at the rear of Weston Street surgery has been made so that much needed storage can be created for records. AS queried if there was any difficulty gaining planning permission but the type of construction envisaged does not require planning permission. |  |
| 4. | **Online Registrations**A 30% target has been set for on-line registrations. There are currently 5,200 patients so 1,560 should be registered but there does not appear to be the interest. We were on target until the computer system was changed and everyone was required to re-register. AS said his daughter in Aylesbury has access to her medical records on-line and Bev said it was available at the practice, if requested. Instead of telephoning for the results of, say, a blood test it could be viewed on-line, AS commented that younger people, who had no need for the repeat prescriptions function, might find that kind of service more useful and be more likely to register.IJ asked if the request for access to your records had to be formal and Bev said it was obviously necessary to establish that the records were only provided to those entitled to see them but a request at the reception was all that was required. Bev said that, although there was a notice in the waiting room, about access to records, she would try to make it more prominent. |  |
| 5. | **Influenza Vaccination**The supply of vaccines has been difficult this year. This could be because there is a need for three types, a nasal vaccine for children, a second for under 65s and a third for the more elderly over 65 population.  |  |
| 6. | **Update on Extended Access Clinics**These have been very successful and they have already seen some 5,000 patients since it started in September even though it has not been well advertised.GW asked for details and Bev explained that it is a directive from the government to have access to GP care 8 to 8pm and 7 days a week, so there was a need for after-hours clinics. Local practices are doing their share at the local clinics as well as local GPs in collaboration with North Staffs GP federation, of whom we are member practices. Appointments are provided from 16.00 to 20.00 on weekdays and also on Saturday and Sunday until 20.00 at Longton Cottage Hospital, Bradwell Hospital, Hayward Hospital and one is located at Leek.  |  |
| 7. | **Facebook**The practice has a Facebook account and Bev asked for ideas. DH said that it needed an administrator and Bev said there was currently someone looking into it. DH mentioned that she had had difficulty sorting out her medication and Bev said that something about mental health could be published on Facebook. Rather than just relying of Facebook if patients email address were collected at registration a group could be setup to distribute general notices.We also touched on skype and email consultations, which will be coming soon, skype is already and set up to go. |  |
| 8. | **AOB**Ian asked about the use of email to contact the practice and Bev said there was a generic email address to contact the practice at, adderleygreensurgery@nhs.uk.DH asked about a trolley for serving patients drinks in the waiting area – herbal teas – will need to look into this for health & safety perspective. |  |
| 9. | **Next Meeting**At 5pm Wednesday 13th February was suggested but IJ found 5pm difficult and said 4pm would be better. 5pm was originally set so that working people would be able to attend the meetings but there is currently no one who does so 4pm would be better and if it was necessary, in future, we could change it back. **Wednesday 13th February 2018 at 4pm ,Longton HC****Thank you to AS for typing the minutes** |  |