**Adderley Green Surgery**

**Patient Participation Group Meeting**

**12th February 2014**

**Present: Bev Heath – Practice Development Manager**

**Linda Lymer – Practice Manager**

**EW**

**MW**

**AS**

**CS**

**Apologies: Dr. Sri Sundaram**

**TS**

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|  |  | **ACTION** |
| 1. | 4 members of the group were present. |  |
| 2. | **Welcome**  Bev welcomed everyone to the meeting.  Dr. Sri & TS sent apologies. |  |
| 3. | **Update from last meeting**  **Appointments**  Bev fed back to the GP team about GP surgeries running late and patients waiting too long - this has been taken on board.  We discussed the current appointments system again and it was noted that patients are still under the impression that the practice operates only same day appointments.  Bev and Linda explained that the appointment rotas are alternating same day and advance booking appointments. The advance booking slots can also be booked online. AS suggested re-visiting the practice website and practice leaflet to see if the wording can be amended so that patients fully understand the system.  Bev will follow this up and make any necessary amendments.  We discussed the amount of appointments that are wasted due to patients not attending, 65 in December and January. This is now being reported in the practice newsletter to highlight this problem.  It was also mentioned that the practice has a policy of open access for children and the frail elderly and would always make sure that patients who need to be seen urgently have access to a GP the same day either in person or by telephone. | **Bev** |
| 4. | **Call to Action CCG Event**  Bev & AS attended the patient participation Call to Action Event held at Britannia Stadium on 21.01.14. The event was hosted by the CCG team and the CCG patient representative. The idea was to have a debate about health care in Stoke On Trent and the chance to have a say about how services can be re-designed and delivered in the future. The event was extremely well attended. We will wait to be informed of the feedback and any actions that will be taken forward as a result of these discussions. |  |
| 5. | **Proposed New Premises Update**  We are still no further forward with our plans to purchase a plot of land on old Adderley Green Infants School Site to build new surgery premises and are still waiting to hear from the council.  Bev and Dr. Sri met with a council representative on 27th November 2013. Unfortunately we had to explain the whole process again as the person we were originally dealing with has moved on. Discussions took place around the offer we made for the plot of land, which we think may be rejected. We are still waiting for a reply to this.  AS emailed our local politician at the end of December to ask if he could help to move our plans forward. To date we have not received any reply. AS will chase this up again on behalf of the practice.  Bev and Dr. Sri have a meeting in March with NHS England Area Team, to ask for their advice and input regarding this project. |  |
| 6. | **Practice Survey**  We will be conducting our annual practice survey over the next couple of weeks. Bev devised a questionnaire and shared with the group for approval. In general the group were happy with the questions, but will let the practice now by the end of the week if any additions or amendments are required.  50 patients will be asked to complete the questionnaire and this will also be posted onto the practice website for any patients who wish to complete online. |  |
| 7. | **Diabetes UK Funding**  The practice recently received an invitation from Diabetes UK to apply for funding for practice equipment or education material.  We put forward a bid for a TV & DVD player, to be installed in the reception area so that educational material could be played to patients whilst waiting for their appointments.  This has been approved and Dr. Weldon will be attending the AGM in March to where he will be presented with the equipment. |  |
| 8. | **AOB**  We also discussed that there is no OOH care that can be accessed locally and the ideal places to have other Walk In Centres were Bentilee and Meir Health Centre. Previous applications have been made for a scheme in Meir HC, but this was rejected.  We discussed the number of patients who attend A&E instead of contacting the GP practice or utilising Walk In Centres. Bev advised that the practice will be sending out a mail shot to all of our patients, advising how to access the appropriate care and include an up to date practice leaflet.  **Medical Students**  The practice has recently been approved to train medial students from Keele University, Dr. Sri and Dr. Weldon are GP trainers. From September we will be taking year 4 students on a four weekly rotation.  **Elderly Patients**  We have recently identified that the practice needs to be more proactive in ensuring that our elderly patients are receiving regular reviews. It has been noted that some patients, despite numerous requests to attend for a check up, do not always attend or can be overlooked. These patients will receive a home visit from the GP or Nurse. Dr. Weldon has already carried out some of these reviews.  **Practice Newsletter**  Since the last meeting the practice has devised a monthly newsletter to keep patients up to date with practice news and any other information that is topical. Please let Bev know of any ideas or topics that could be included in this. Copies are available in reception and on the practice website.  **Practice Nurse**  Unfortunately our Practice Nurse, Cesilia, will be leaving us towards the end of March, as she is relocating to Birmingham. She will be greatly missed and we wish her well.  We are currently advertising the post and hopefully will have someone in place to start in April.  **Door GP Room**  MW asked if we could change the way the door opens into the GP consulting room/reception area, as it can be a little difficult at times to manoeuvre, particularly mums with pushchairs. Bev will discuss this with Dr. Sri and John who maintains our premises. |  |
| 9. | **Next Meeting**  Wednesday 21st May 2014, 12pm |  |