**Adderley Green Surgery**

**Patient Participation Group Meeting**

**21st May 2014**

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

**Linda Lymer – Practice Manager**

**AS**

**Apologies: Dr. Sri Sundaram, EW, MW, TS, CS, DP, PH**

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|  |  | **ACTION** |
| 1. | 1 member of the group was present. |  |
| 2. | **Welcome**  Bev welcomed everyone to the meeting.  Dr. Sri, TS, MW, EW, CS, DP & PH sent apologies. |  |
| 3. | **Practice Update**  **Practice Survey**  The results were published onto the practice website in March.  There had been very positive feedback which is very pleasing for the practice team. Almost everyone surveyed were happy with the GP and Practice Nurse and felt they were listened to.  A suggestion was made to have a late night surgery until 8pm. This will be for discussion at a later date as our previous late night surgery did not have a very good uptake.  Other comments had been that we are a small friendly practice and much preferable to a larger medical centre. |  |
| 4. | **Referrals for Home Care**  AS asked that this be added to the agenda. As a member of the pensioner’s convention a petition with over 8000 signatures has been presented to the council, requesting that home care services be reviewed. The outcome of this is awaiting publication. Key points were that carers don’t have zero hour contracts, are paid above the minimum wage, uniforms to be provided to entice more qualified applicants into the available posts.  AS presented a survey detailing which services made the first contact with social services and it was revealed that the number of first contacts by GP practices was relatively low.  Bev advised that this should improve as there is work going on in practice at the moment around home care for patients in the form of Integrated Local Care Teams. Adderley Green Surgery is actively participating in this service, which is a multi-disciplinary team made up of GPs, Practice Nurse, District Nurse, Community Matron, CPN and Social Workers. The teams have been set up to link in with GP practices, who have identified patients with multiple co-morbidities or social issues and are at risk of admission to hospital. The teams then assess the patient at home and provide the necessary support and care packages to allow patients to remain independent within their own homes. |  |
| 5. | **Telephones**  AS asked about the possibility of having a second telephone line for incoming calls to the practice, as at peak times it could be difficult to get through.  Bev advised that this would not be feasible at the moment due to our current staffing levels. There are some times during the day where only one member of staff is on duty in reception and would not be able to answer two incoming telephone lines. Should the practice expand in the future this could be revisited then. |  |
| 6. | **Online Appointment for Practice Nurse**  By patient request, the option to book appointments on line for the practice nurse has now been enabled.  Bev will monitor this to ensure that this is being used correctly and patients are not inadvertently booking for nurse thinking they have a GP appointment.  So far the uptake for online services has been very good and the online ordering of prescriptions has been working very well. |  |
| 7. | **AOB**  There was no other business to discuss today. |  |
| 9. | **Next Meeting**  Wednesday 3rd September, 5pm |  |