

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 14TH JUNE 2012

Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Patients

Lilian Santarelli

Allan Bulmer

Dorothy Christie

Introduction and Welcome. Margaret thanked everyone for coming.

Text Messages. Patients suggested that they could be notified of the patient meetings via text message from the surgery. Julie will look into this and gather as many mobile phone numbers as possible for patients who have expressed an interest in attending these meetings.

Update from Local Patient Participation Meeting held on 3rd May. This meeting was well attended from patients who are involved in practice patient groups across the Newcastle West Clinical Commissioning Group (CCG) which comprises of 17 practices.

Mrs Black represented the practice on the Podiatry issues that the patient group have raised and will be helping to redesign a pathway in the future. Mr Bulmer also attended.

After this meeting the CCG asked if a discussion could take place at the next patient group in the practices to discuss the emerging priorities in the commissioning plan.

Topics discussed were:-

Improving Prevention and Wellbeing

- Veteran's Health
- Social Prescribing

Bringing Care Closer to Home

- Ophthalmology
- End of life care
- COPD

Making Services More Joined Up

- Dementia Strategy
- Mental Health
- Urgent Care
- Immunisations

All the topics were felt important but the group has taken an interest in End of Life Care and are willing to undertake work relating this within these meetings. Julie will feed this back to the CCG.

Working with Young People

Julie explained the work that is currently taking place regarding young people. A group of Practice Managers are talking to pupils in Secondary Schools and working with them to give them a clear understanding of their GP surgery. Some pupils were not aware that they had to tell reception that they had arrived for their appointment or to cancel the appointment if they no longer need it. It is hoped to provide education to pupils to give them a better understand of health care.

Insulin Passports

Mrs Santarelli asked if there was any further information on Insulin Passports. Julie explained that these have just been received and passed a sample of the passport to Mrs Santerelli along with the information leaflet. Mrs Santerelli commented that the passport was a bit flimsy and will feedback any further information.

Patient Feedback

Mrs Santarelli raised concerns with the RVI children's eye department, a family member has autism and the appointments received she feels are

not appropriate, there can be long delays in being seen and this is extremely difficult with a child with autism to keep occupied etc. Other patients expressed problems with the eye clinic appointments. Julie will feed back to the CCG.

Mr Bulmer asked if it is compulsory to use the touch screen to book in for your appointment. Julie explained that whilst it is encouraged, it is not compulsory. It will assist with the long queue at reception if patients are just booking in for their appointment. It is recognised however that this is not suitable for everyone.

Next Local PPG Meeting

Julie informed the group that the next local PPG meeting will be held on 5th July 2-4pm at the Beacon Centre, Westgate Road. Volunteers to attend please inform Julie Wade.

Local Views on GP and Dental Out of Hours Care/Dermatology

Julie was asked to raise by the CCG a survey which is taking into account patient's views of the GP and Dental Out of Hours Care as well as patient experiences of treatments for skin problems (dermatology). Patients attending the meeting have no recent experience of any of these, however Julie will attach the information to the minutes for anyone who would like to take part.

Next Meeting

To be scheduled approximately Sept 2012