

## **Patient Participation Group Meeting October 24<sup>th</sup> 2012**

### **Patient engagement and communication**

New members were welcomed to the group and a discussion took place regarding how to attract further new members. This month flyers had been handed out at Flu clinics to encourage patients to join the group or become part of the patient reference group. Invitations were handed out by clinicians directly to patients; advertising took the form of posters in the surgery and a banner on the website.

Young people are engaged by talking to them at the Wednesday drop in and young parents at the Thursday baby clinic drip in.

It was suggested that the practice consider a Face book or twitter account as this would appeal to a different group of people.

### **Education plan – vaccination and Immunisation**

The posters have been put up in the corridor and leaflets in the waiting room as agreed at the last meeting. The group discussed ways of encouraging patients to bring their children for vaccination, It was suggested that patients should be sent text reminders like they are for Flu vaccination and that the practice consider putting something on the TV screen in the waiting room regarding the benefits.

### **Feedback on services from patients**

The group feedback their experiences of the treatment centre and EMAS The issue of patient's who attend late for appointments was discussed at length and the current procedure outlined. If a patient is more than 10 minutes later then the reception staff screen message the clinician and ask if they will still see the patient. They may be asked to wait, they may be seen at the end of surgery or the clinician may ask them to rebook

### **The group welcomed Dr Fairhurst who has joined the practice as a partner.**

### **Q&A**

The group raised a number of issues

What is the CCG and what happens in April 2013 – The Practice Manager outlined the current structure and the plans from April.

CCG plans for the care of the elderly - the new Care Homes local service was discussed in detail

End of life care – concern was expressed that a patient had read the DH were requesting lists from practices. The practice was able to confirm that no lists are requested or sent. The End of Life care pathway and procedures within the practice were outlined

The group asked for information about any pressure nationally to reduce referrals. – The referrals procedure and the daily referral peer review meetings were outlined.

Direct access to MRI scans – current pathways which allow GPs to make direct referrals for certain problems were discussed.

Community Podiatry Services - The changes due in December were discussed.

The procedure for dealing with abnormal blood results was outlined following a question about what happens if a very abnormal result is received.

### **New Computers system at FMC in November 2012**

The Practice Manager outlined the changes taking place in November and asked for the group's views on ways to minimise disruption to patients. The practice is planning to offer only same day appointments for a very short period and is considering producing post dated scripts so that all issues for repeats in October also have a post dated one for November. Posters are in the waiting room and flyers are to handed out over the next few weeks.

**The next meeting will be on Wednesday 23<sup>rd</sup> January 2013 at 2.00pm at FMC**