

WESTERN AVENUE MEDICAL CENTRE
PPG MEETING 8th March 2016

Present:

Mr Brendan Doyle (BD) Chair
Mrs Janet Pitcher (JP)
Mr Gerald Templeton (GT)
Joseph Roberts (work experience)
Jamie Ducker (Practice Manager – JD)

Apologies:

Mrs Margaret Clarke

1. Minutes from the last meeting

Minutes approved

2. Actions from the previous meeting

New patient survey drafted. For approval at this meeting.

3. Cluster Work Update

Cluster GP for the Elderly Service is now up and running and working well. No referrals received yet from Western Avenue.

Recruitment campaign currently taking place for Paediatric Nurse Practitioners in readiness for the Starting Well Paediatric Service to be rolled out across the cluster.

4. Patient Survey

Draft survey approved. Discussed importance of patients completing comments section on the form. During the last survey PPG members had a presence in the waiting room, encouraging patients to complete the survey, and in particular the comments section. This worked extremely well and it was agreed that this would take place again. Surveys to begin on 21st March for a minimum period of 2 weeks. Mrs Pitcher has agreed to attend on 21st March and Mr Doyle will attend on 22nd March. Requests to be sent to all other PPG members.

Action: JD to arrange on screen in waiting room re survey. Survey to be added to website and message sent to patients asking them to complete.

5. A&E Attendances

Big push from NHS to reduce the number of inappropriate A&E attendances. In our cluster Western Avenue has the lowest number of patients per 1000 attending at A&E. Practice has introduced system to tackle inappropriate A&E attendances. All A&E attendances are reviewed and patients attending inappropriately are written to explaining the impact of their attendance and advising them of alternative services available to them.

6. NHS 111

With effect from close of play on 31st March NHS111 will take over from the Out of Hours Service. Currently the OOH service operates when the surgery is closed (6:30pm to 8am weekdays, and from 6:30pm on a Friday to 8am on a Monday). With effect from 31st March, any patient ringing outside of surgery hours will be asked to ring 111.

7. Any other business

BD discussed the family and friends project that is currently taking place. The practice will become more involved in this over the coming months.

The Healthy Living Centre in Blacon will be closing shortly (date to be confirmed)

Work has started on the site of the proposed new Medical Centre. Still no decision has been made as to whether the practice will be moving there.

Date of Next Meeting: Tuesday 19th April @ 3pm