

WESTERN AVENUE MEDICAL CENTRE
PPG MEETING 18th September 2017

Present:

Mr Brendan Doyle (BD) Chair

Mrs Barbara Kettell (BK)

Mrs Janet Pitcher (JP)

Mrs Margaret Clarke (MC)

Jamie Ducker (Practice Manager – JD)

Apologies:

None

1. National Survey Results

JD shared national survey results with group. Very positive results, with improvement seen in all but one area. One area where performance dropped was “convenience of last appointment booked”. Rationale behind this discussed. Agreed that this would be investigated further during next PPG patient survey.

ACTION: JD to produce draft PPG survey for discussion at next meeting.

2. Mental Health Workshops

JD explained to group that practice has employed a Mental Health Nurse and Psychological Wellbeing Practitioner (PWP) for over 12 months, to deal with the high number of patients presenting with anxiety/depression/low mood. This has proved highly effective, with patients being able to access Mental Health Services much sooner than the usual 8 week wait after being referred. Prescribing has also reduced, with excellent outcomes for patients who have used the service. Due to the increased demand, access to the service has reduced. Recently, patients have been waiting 6-8 weeks to be seen. To try and improve access, the practice has now altered the service slightly. Fortnightly workshops will be run, allowing up to 20 patients at a time to be seen. The workshops will be the first step into mental health services. 2 weeks after attending patients will receive a phone call from the PWP to discuss progress and next steps i.e. discharge/one to one appointment/cognitive behaviour therapy. It is hoped that by introducing these workshops, patients can be seen in a more timely manner.

3. Carehub

Carehub is a new site developed by West Cheshire GPs and other health partners to help direct patients to social prescribing facilities within the locality. These can include social groups for the elderly, financial and housing support, bereavement, alcohol abuse, and many others. The site can be accessed by visiting www.carehub.info. JD asked that if anybody is aware of any groups or services available in Blacon that could be added to the site, then please let him know. BD suggested contacting Avenue Services for information on additional groups and services.

4. CCG Public Consultation

CCG has launched a public consultation in relation to prescribing of ineffective, over-priced and low value treatments. These include cough mixture and cold treatments, eye drops, laxatives and sun cream lotions. Currently the cost to the taxpayer is £141 million a year. The consultation is open until 21st October and can be accessed at <https://www.england.nhs.uk/2017/07/medicine-consultation>.

5. Dr Avula

Dr Avula is currently away from the practice and has been for some time. At this stage it is not known when he will return. Much of his absence has been covered by locum GPs, and access to appointments has not been affected greatly.

6. Flu Clinics

Flu season is now upon us. Flu clinics have now been set up, starting at the end of September. Eligible patients can now contact the practice to book for their flu jab. PPG members are asked to encourage eligible family and friends to book into a clinic.

Date of Next Meeting: 30th October @ 3pm