**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP**

**MEETING MINUTES**

**TUESDAY 2ND FEBRUARY 2016**

**Attendances: Apologies:**

Dr D C Johnson Ray Bunn

Trevor Hancock John Winsper

Julie Hykin

Maggie Ward

Barbara Leese

1. Minutes from previous meeting:

All agreed a true record.

1. Matters Arising:

No matters arising.

1. Friends & Family:

Please see attached précis of choices and comments made on the Friends & Family Test cards submitted to CQRS for November and December 2015.

Practice staff are reminded to actively promote the Friends & Family test on the last Thursday of each month, despite this the numbers have been dwindling over the past 2/3 months. Emphasis of the importance of this will be discussed at the next in-house PLT session to be held on 24th February.

   

1. NAPP Affiliation:

Maggie confirmed that the “welcome back” pack was received and that the bulletins will be sent by email to all PPG members.

1. PPG Printer:

Nicole informed Maggie that the PPG printer was not working correctly.

Maggie will ask Nicole to firstly contact Julie because she knew someone who worked in information technology and may be able to help, or get a quote from a company who could rectify the fault.

Any Other Business:

Flu Vaccinations

This current year’s uptake of flu vaccinations was down on last year. However, all patients at particular risk who have chronic disease were vaccinated. Dr Johnson reported that there was poor uptake of the younger children having nasal flu drops.

Prostate Cancer Awareness Days:

Two awareness day events will be held on Wednesday 16th and Thursday 17th March 2016. 9-11.30am and 4-6pm each day. Trevor will help man the desk both mornings, Barbara Wednesday evening and Julie Thursday evening.

If anyone can assist Trevor, Barbara or Julie please let Maggie know.

PPG Recruitment:

The PPG will continue to be promoted at the Health Awareness events.

Trevor will contact Hardeep for PPG promotional material.

During a recent PPLG meeting there was discussion regarding a possible school project. This would promote PPGs to older children so that they might be interested in joining their local GP PPG.

Julie mentioned free newspaper PPG advertisements.

Service Feedback:

A patient recently contacted the surgery by telephone for information regarding smear test results and immunisations. This information was given without any security checks.

Dr Johnson explained it was not practice policy to give out any information by telephone and this confidentiality matter will be discussed at the next in-house PLT session to be held on 24th February 2016.

A patient recently had some blood tests and asked at reception if they could be given specific numeric values if they rang for them and was told that this could be done.

When the patient rang they were told that the FBC result was back , but was advised to call again the following morning, when the GP would have read the result, for the numeric value of that result. Patient was left with the impression that other tests had not been done so they booked an appointment to see their GP to see why other tests had not been done. The patient called into the surgery the next morning and was told the numerical results for the FBC and was told the other “missing” tests had been done but were not yet reported on. The patient then cancelled the unnecessary appointment with their GP.

This matter will also be discussed at the next in-house PLT session to be held on 24th February 2016.

Dr Johnson informed the group that as from 1st April 2016 Patient Access would be increasing the items that patients could access including blood results.

Date of next meeting:

Tuesday 19th April 2016 at 2pm.

(please note date change from 5th April (agreed during the meeting) due to clash of dates)