**Minutes of a Meeting of the Ruskington Patient Participation Group held at Ruskington Medical Centre on Tuesday 7 April 2015 at 2.00.pm.**

**1. Present**

Julie Walsh, Yvonne Woodland and Clare Alcock.

**Patient Representatives**

Tony Rose, Jean Fletcher, Rosemary King, Brenda Constable, Anne Cunningham, Wendy Dann, Carol Gill, Pat Barber, Linda Butterworth and Julia Dabbs.

**Apologies**

Peter Segebath, Penny Borrett and Jennifer Rumsby.

**2. Minutes of Tuesday 3 February 2015**

The minutes of the last meeting were discussed and signed.

1**. Healthwatch**

Healthwatch Lincolnshire have donated £250 to the Ruskington PPG and it was agreed to use the money towards facilities for patients ease in the waiting area.

2**. CQC Inspection Wednesday 4 February 2015**

A team of 4 inspected every aspect of Ruskington Medical practice. The surgery has not yet received the results of the inspection.

3. **Winter Pressures**.

The CCG have employed 2 doctors to dispense health care in the Care Homes in our group to help prevent possible admission to hospital thus easing the situation for hospital beds.

4**. Celebration**

As Ruskington Surgery has been in its present building for 10 years it has been decided to have an Open day at the Surgery in August to celebrate the occasion.

**2. Reception**

Mrs Fletcher was present in the Surgery to monitor the quantity of incoming calls during a morning. She reported the phones rang constantly and the three receptionists dealt with all the problems in a helpful and efficient manner. She felt patients should be encouraged to phone for test results after 10.am to allow quicker access for patients needing appointments. Julie Walsh, in consultation with the telephone company, is hoping to have an improved telephone service with a 24 hour line for cancellation of appointments, a numbered queuing system for incoming calls and perhaps using texts and on line for test results.

**3. Publicity**

Julia Dabbs thanked all those involved in creating the publicity material about the facilities offered at the Ruskington Surgery. It was agreed the entry for the Signpost magazine was excellent but needed altering for the poster namely more colour, bolder font and less detail. It was also suggested to place the document in the ‘Local Lincs’ which is distributed to 20,9000 homes.

**4. Appointments**

The current appointment system is working well. During March 4364 patients were given appointments and only 145 did not attend. The numbers using the triage system have been greatly reduced since the Minor Ailments clinic was started. The weekly late night service which operates on alternate Tuesdays and Thursdays from 6.30 – 8.00 has not been a success often with half the appointments, mainly for the nurses, not taken up and a number of patients not attending for their appointment. Although the surgery receives extra income for providing this service it costs more to run so it will be decided whether it is cost effective to continue.

Dr Wilson has left Ruskington Surgery for a post in Brant Broughton where she lives. An advertisement for a doctor was made in December, but so far, no success. Dr Qadir and Dr Butter are helping the Surgery at present. Sam McBride, whose expertise lays in Diabetes, has been appointed as a Nurse Practitioner.

**5. General News**

Julie Walsh had received good positive feedback from the Friends and Family questionnaire.

Dr Ryder has been re-elected onto the CCG board which will ensure our voice is heard and our needs met.

Query from the group regarding tetanus boosters – Julie explained the nurse team review medical records to see if indicated, if they are the injection is given.

On 12 May workers from NHS Derbyshire are visiting to Ruskington Surgery to give advice on how to help people who might have Dementia. There will be 3 sessions – 11.00 am, 1.00pm and 3.00 pm. Julie explained the practice team are all attending and offered to members of the PPG.

People who might be prone to this condition –

1. Over 40 Downs Syndrome
2. Over 50 with Learning Difficulties
3. Over 60 Diabetic, Heart diseases , Smokers, Obese, Neurological conditions.

**6. A O B**

1. Linda Butterworth enquired about Breast Screening. The Mobile Unit will be in the Medical Centre car park from the end of April.

2. Bowel Cancer Screening is a National Screening Service and a kit is sent every 2 years. The scheme has been extended to people over 74.

3.Linda asked about letters to the Surgery after a patient has visited a Consultant or had a stay in hospital. If admitted to Lincoln, Boston or Grantham the Surgery receives a daily admissions report and all letters and emails are checked every 2 hours. Communication with other hospitals are not so swift. If on leaving hospital patients are given medicines the Surgery cannot dispense more of the same until they receive written confirmation from the hospital. This often results in doctors having to phone the hospital concerned to be certain the drug is still needed.

4. Linda has booked us to help at the Methodist Church monthly coffee morning later in the year. The surgery would benefit from the proceeds and it was suggested could be put towards a pulseoximeter for children which is needed by the Nurse Practitioner.

5. Jean Fletcher and Rosemary King will be in the Surgery waiting area on Monday 11 May as representatives of the PPG to listen to any problems or suggestions patients may have.

6. Money raised at the Surgery Open day will be donated to LIVES.

7. Wendy Dann asked for patients names to remain longer on the prompt screen. Also would it be possible for the surgery to offer a hearing aid battery replacement service.

8. Julia Dabbs was told the Fire Alarm is tested each week and a full evacuation is carried out annually.

The next meeting of the PPG will be Tuesday 2nd June 2015 at the Ruskington Surgery at 2,00 pm.

Subsequent dates are: Tuesday 6 October at 2.00 pm and Tuesday 1 December at 1.00.pm.

Anne Cunningham

Thursday 9 April 2015