**Minutes of a meeting of the Ruskington Patient Participation Group held at**

**Ruskington Medical Practice on Tuesday 28th July 2015 at 2pm**

 Julie Walsh, Lyndsey Wilson and Yvonne Woodland

**Patient Representatives**

Jean Fletcher, Rosemary King, Tony Rose, and Nicola Tallant

**Resignation**

Amanda Wyle

**Apologies**

Dr Ryder, Stacey Wilbraham, Brenda Constable, Wendy Dann, Carol Gill, Pat Barber, Anne Cunningham, Julia Dabbs and Linda Butterworth.

**Electronic Prescription Service (EPS)**

Started on Tuesday 21st July, you can now nominate a chemist wherever you wish to collect your prescription. You can also if you have a regular repeat each month, be put on repeat dispensing, where you will no longer have to order your prescription it will be done automatically each month and sent to the chemist electronically.

Was discussed how we could get this information over to the patients and this is being done by a letter attached with a patients repeat slip. You will still have to have your medication reviewed either on the phone or face to face annually or every 6 months.

The 10 year birthday celebration has been postponed until further notice. We will at this moment in time be doing a Newsletter instead and hopefully have a birthday party later in the year depending on the weather.

**Staff Issues**

Over the last year we have had Dr Montague, Dr Wilson and our Clinical Practitioner Sam Macbride leave the surgery. Good news is we are hopefully going to be employing a new doctor 4 days a week. Dr Qadir will be working a set 2 days a week starting Oct/November and Dr Freeman has been offered a permanent 2 days but this has still to be decided. Also we have taken on a new clinical practitioner Ali who is working at the moment at the University in Lincoln.

Also we have covering some sessions Dr Dalton, Dr Butter and a new doctor shortly from a local agency.

We have had to stop the minor ailment surgery as we were seeing at least 40 patients every morning shared between two clinical practitioners. We have no walk in clinic now, but we can book on the day and also triage if necessary. When we have our full team working we shall look at starting the minor ailment surgery as this was very successful. SMG still run a service there and they have changed their hours at the weekend to close at 6pm.

Nicola from Health Watch mentioned that she needed a small group, who had home care within the next two weeks. Mrs Fletcher invited her to attend the Evergreen Club on Friday this week.

**Extended hours**

We now have extended hours working from 7.30 with Lace Dark, she works Monday, Tuesday and Friday, she is covering bloods, smears, annual reviews. Julie reported that all these appointments have been filled and we have had nobody that did not attend an appointment. We are also still sending text reminders for appointments.

**CGC**

Draft CQC report has now been received and we are rated as GOOD. Two minor areas we could have improved had been dealt with before the officers left the building and we have had positive feedback in the write up from the inspectors. We will wait for the final report before putting up information to patients.

**Admission Avoidance**

Andy Cullum our community care co-ordinator at the surgery, his role is to avoid hospital admissions.

* We have 3% of patients on our new care plan.
* Andy role is meeting with any patient over 18 who feel they need help with their care. Assisting with whatever aspect of care they will need to help keep them safe and well at home.
* There is also a neighbourhood team who meet every two weeks , this involves social services, Independent Living Team, Mental health team, community nurses, who will discuss ways to help patients, ie if they fall etc, to issue walking frames.
* This has also helped with fewer calls to 999 as they can ring Andy and discuss any problems with him.
* He also visits any patients who have seen the doctor or the clinical practitioners who feel this patient may need his help in the community.

**Uniform**

New Uniform was decided and worn from the 1st July, black and white for Admin, reception and dispensary has black uniforms. Team leaders are wearing white/cream and black with jackets.

**A.O.B.**

Mrs Fletcher asked about the records that are available at the hospital. Julie explained that they could see current and repeat medication for 6 months, this would depend if the patient has shared his or her information. Julie explained that A & E can see information if shared.

Mrs King mentioned that she had cancelled her husband warfarin appointment but the INR nurse had rung to see where he was, this was probably due to them having a different clinic list (The INR nurse team have taken over booking their own appointments recently)

Nicola Tallant mentioned the “my name is “badge, Julie is still looking into this.

Mrs Fletcher mentioned the elephant feet for some of the surgery chairs, Julie was going to look into and order these this afternoon.

We will be doing a McMillan coffee morning here at the surgery.

Next meeting will be on 6th October 2015 at 2pm and Tuesday 1st December at 1pm.