MINUTES OF THE MEETING OF THE RUSKINGTON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP HELD ON TUESDAY 19 JULY.

1. **PRESENT**

Julie Walsh, Stacey Wilbraham and Yvonne Woodland

**Patient Representatives**

Jean Fletcher, Rosemary King, Carol Gill, Brenda Constable, Wendy Dann, Heather Tuck, William Tuck, and Tony Rose.

**Apologies**

Anne Cunningham and Linda Butterworth

1. **MINUTES**

The minutes of the last meeting were agreed.

1. **SURGERY NEWS**

* Hard copies of a selection of publications from the National Association of Patient Participation were shown to the meeting. More information on the group’s activities is available from the website, [www.napp.org.uk](http://www.napp.org.uk)*.* NAPP username: [ruskingtonppg@gmail.com](mailto:ruskingtonppg@gmail.com) Password: slowbird84
* The Health Awareness Day held on ***11th*** June 2016 was popular and well attended. Over £900 was raised for the charity, ***Net Patient Foundation.*** There is a suggestion that a similar event is held in December 2017, possibly in aid of one of the mental health charities.
* The routine monitoring of appointment availability revealed that more appointments have been available in the past two weeks.
* The annual review of complaints received about the surgery established that 7 complaints were made in the past twelve months. Three of these were forwarded from NHS England who endorsed the surgery’s decision and procedure in these. Of the remaining four only one was recognised as a complaint that required further action, and the existing practice changed as a result.
* A check was made on all registered patients aged 75 and over to ensure that their healthcare needs were being addressed. Of 968 patients identified all but 16 were in touch with the surgery. These 16 people were contacted and made aware of NHS services. Only one requested some healthcare support.

1. **EQUIPMENT FUND**

Following investigation and discussion the surgery has had second thoughts regarding the provision of bariatric chairs in all treatment rooms. Staff concluded that there is no obvious need for these amongst existing patients, and would not justify the prohibitive cost. However, there is a need for roomy, chairs with arms, perhaps higher than the standard height. More research will be carried out to find something suitable.

Following a recent overnight incident of vandalism where bottles were smashed in the complex, and significant quantities of broken glass scattered in car park, and on paths and grassed areas, it was suggested at the meeting that the provision of a CCTV system might make the site more secure. This will be investigated.

1. **NEWSLETTER**

It was agreed that the newsletter:

* is for patients.
* Its purpose is to inform existing and new patients about the surgery and the services it offers.
* Hard copies will be available from the surgery, local pharmacies, libraries and local community groups It will also be available on the surgery’s website.
* Surgery staff will supply information, provide technical assistance with *Publisher* I.T. package.
* It will consist of a double sided single sheet which will be printed at the surgery.
* Production costs will come from the surgery’s budget.

Suggestions for content include:

* Dates when the surgery will be closed for staff training
* Introduction to the staff and regular updates
* A flow chart of who does what e.g. role of doctors, nurse practitioners, practice nurses etc.
* Day in the life of ….. selected staff
* Information on the Sleaford Medical group and out of hours service.
* Information on NHS campaigns e.g. current one to raise awareness of how much it costs the NHS to prescribe and dispense over the counter medicines that are cheaply available from pharmacies, like Paracetamol and anti- histamine preparations.
* Information about eligibility and dates for flu jabs and shingles vaccinations.
* Report on Health Awareness Day.

Some members of the group will meet with surgery staff on Tuesday 2 August to try and develop the newsletter further.

1. **AOB**

There was a discussion about patients being referred out of Lincolnshire for some specialist services. Breast and Spinal conditions are currently referred. It was pointed out that Patients are offered appointments, or may request appointments in any NHS area countrywide. However, the potential difficulty in travelling for treatment or follow up appointments has to be considered by the patient.

There are waiting lists currently for Dermatological appointments. Ruskington Medical Practice now has a Dermascope; this enables images of a suspicious lesion to be taken locally and electronically transmitted to a specialist clinic in London. Staff there can advise on appropriate follow up action.

**THE DATE OF THE NEXT MEETING IS TUESDAY 20 SEPTEMBER at 2pm.**