**Minutes of a Meeting of the Ruskington Patient Participation Group held at Ruskington Medical Centre on Tuesday 3 February 2015 at 2.00.pm.**

**1. Present**

Julie Walsh, Yvonne Woodland, Stacey Wilbraham and Nicola Tallent from Healthwatch Lincolnshire.

**Patient Representatives**

JF, RK, BC, AC, WD and JD.

**Apologies**

CG, LB, PS and PB.

**2. Minutes of Tuesday 2 December 2014**

The minutes of the last meeting were discussed and signed.

a. The current appointment system is working very well. Most concern are missed appointments to see the Nurses. At present patients can book up to a month in advance for follow up appointment to see a nurse. The number of on line appointments has been increased and can be booked up to 10 days in advance. These are released at 6.30 each evening. The Triage system is a success. In December 2014 666 patients received advice, medication or an appointment for that day.

b. The Patients Participation Group have commenced meeting every two months from February 2015. The main aim is to provide a bridge between the Surgery and the patients, to disseminate surgery information to the public, to suggest possible improvements and to listen to the concerns of the patients.

A suggestion for our consideration is that a copy of the minutes of the Patient’s Participation Group is be available in the surgery waiting room.

c. JD and Stacey Wilbraham have agreed to undertake the publicity of the following to enable patients to be aware of the assets of Ruskington surgery.

1. Names of the Doctors, Nurses and staff.

2. Appointment procedure.

3. Specialist clinics.

It was agreed that the information would be published in the Parish Council Signpost magazine and displayed on Surgery, Parish Council, Library, Coop store and Pharmacy notice boards.

JD suggested the possibility of a twice yearly newsletter. This will be discussed at the next Forum meeting.

3**. Healthwatch**

Nicola Tallent from Healthwatch, Lincolnshire was present at the February meeting of the Ruskington PPG. A survey is to be carried out to discover how easy it is for people in rural areas to access health and care services and to be aware of available service. She asked for help to distribute the survey to people’s homes.

Healthwatch had recently visited the 3 hospitals in our area to talk to staff and patients about care planning and discharge from hospital.

The Ruskington PPG agreed to talk about health and care issues in our area and record the information 4 times a year.

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

A team of 4 will inspect every aspect of Ruskington Surgery. The team includes 2 NHS Management Inspectors, a Practice Manager from Leicester and a G P. Firstl, Dr Ryder will give a presentation covering the 10 years of change and progress since the move from a small bungalow to the modern facility we now have in Ruskington. Following the briefing the team will carry out their detailed tasks. JF and AC have been asked to be present as members of the PPG.

The team are in the area for 3 months and will inspect NHS Surgeries, Dentists, Care Homes and Hospitals.

5. **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 situations for hospital beds.

The Drop - In Minor Ailment Clinic has been very successful and has greatly eased the winter pressures at Ruskington Surgery. The clinic is available every weekday morning with patients needing to book in before 10.00 am. Patients are given a laminated card stating the problems that can be dealt with. These are later wiped clean with anti-bacterial spray. The clinic hours are to be increased to include Monday and Friday afternoons. Patients can book- in between 3.00 and 4.00.

6**. Healthchecks**

Patients between the ages of 40 to 74 and not on any medication are invited every 5 years for a health check. Blood pressure, cholesterol, diabetes, lifestyle and family history is checked. Other Patients are offered these checks at reviews of their medication.

7**. 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.

8. **A O B**

a. WD praised the care her husband had received at the Sleaford Urgent Care Clinic on a Sunday morning.

b. JD praised the Ruskington Surgery website and asked for it to be updated every month.

c. BC asked for the possibility of a drop -in clinic for repeat prescriptions. Julie Walsh explained this would not be possible as drugs need to be specifically reviewed, some by a Nurse Practitioner and some by a Doctor.

d. The Practice wheelchair has been serviced. The plans for automatic doors to the Nurses and Doctors corridors and more high backed chairs for the waiting area are still ongoing.

**The next meeting of the PPG will be:**

**Tuesday 7 April 2015 at the Ruskington Surgery at 2,00 pm.**

**Secretary’s Note**

**I was delighted with the phone call to hear the news that the surgery had received a favourable initial report from the CCG team.**