

**PATIENT PARTICIPATION GROUP MINUTES**

**Thursday, 8 May 2014 @ 11:00**

**Venue: Orchard Street Health Centre**

Attendees: Collette Fisher, Practice Manager; Jo Whight, Practice Nurse; Hazel Sanders, Admin  
Plus six members of the Patient Participation Group

No.	Item	Added by	Details	Action
1	Matter Arising: The David Cameron Challenge  Care Quality Commission	Practice	Funding from this project went to inner city practices  When we are offered a date for inspection we will need support from our PPG	
2	Agree three priority areas for 2014/15	PPG	Attempt to improve teenage recall for final booster vaccinations – Diphtheria, tetanus, polio & Meningitis C  Bearing in mind current recruitment difficulties with doctors the group felt that trying to address recurrent poor attenders would be helpful – DNAs will receive letters.  Last year we gained agreement from our landlord that the waiting room will be redecorated in 2014 and with this in mind the group felt that with minimal spend from the practice (because they would rather have money spend on clinical care than the environment) we should look at seating and display equipment as a priority.	Instigate recall system for this group of patients  Information in the waiting room regarding 'Did not attend' (DNAs)  Improving the practice environment – upgrade waiting room
3	<ul style="list-style-type: none"><li>Drug Budget</li></ul>	Practice	<ul style="list-style-type: none"><li>Drug Budget – The Ipswich and East Suffolk Clinical Commissioning Group (CCG) has an annual budget of £378 Million with which to buy all prescribed medicines and pay for hospital care. NHS financial pressures mean that very careful management of prescribing is essential to ensure that there is enough money to pay for vital services. We can all help by buying simple items over the counter and doctors will be encouraging all patients to do this.</li></ul>	



4	<p data-bbox="154 169 434 236">AOB: Spare appointment</p> <p data-bbox="154 424 416 456">Reluctant patients</p> <p data-bbox="154 903 465 935">Diabetic Recall Letter</p>	<p data-bbox="698 201 770 233">PPG</p> <p data-bbox="698 424 770 456">PPG</p> <p data-bbox="698 903 819 935">Practice</p>	<p data-bbox="871 201 1619 272">Possibility of a spare appointment at the end of each surgery kept free for emergency.</p> <p data-bbox="871 424 1715 528">Discussed the fact that men, in general, are reluctant to make an appointment to see their doctor – is there a way of encouraging them to make appointments?</p> <p data-bbox="871 903 1731 1046">Following some comments from patients the doctors felt that input from the PPG would be helpful to reword the diabetic recall letter so that it is 'user friendly' but still gets the point across. Following discussion wording was agreed.</p>	<p data-bbox="1753 169 2157 344">Discussed at length but on reflection felt that telephone triage negates the need as doctors will and do fit patients in as necessary.</p> <p data-bbox="1753 424 2168 863">The group felt that possibly the growing use of telephone appointments may help as it does not take as much time as a face-to-face appointment. May be useful for our female patients to encourage the NHS health check for 40 – 74 year olds an appointment with the nurse may not be quite so daunting.</p> <p data-bbox="1753 903 2157 1007">Practice to update the letter as suggested by PPG members.</p>

NEXT MEETING: THURSDAY, 20 NOVEMBER @ 1100