

PATIENT PARTICIPATION GROUP AGENDA
Thursday, 14 May 2015 @ 11:00
Venue: Orchard Street Health Centre

Attendees: Collette Fisher, Practice Manager; Hazel Sanders, Admin
Plus six Patient Participation Group Members

Apologies: Jo Whight, Practice Nurse

No.	Item	Added by	Details	Action
1	Matter Arising:			
2	Suffolk Family Carers (Susie Stephens)	CF	<p>10-minute presentation on carer support 'When you are looking after someone – who is looking after you?'</p> <p>You may not recognise yourself as a family carer. You see yourself as a mother, son, daughter, friend or neighbour and not someone with the right to support and services.</p> <p>Remind carers to think about:</p> <ul style="list-style-type: none"> • Is your life on hold because you are looking after a person who needs your support? • Has your own health been affected by your caring role? • Are you struggling to balance your work and family life? <p>Suffolk family carers are here to listen and offer a wide range of information, advice and guidance; i.e.</p> <ul style="list-style-type: none"> • Help in understanding what services are available • Support available in your area • Your rights as a carer • Keeping in touch and sharing experiences • Practical approaches to help you cope • Help in considering your own health and well being <p>Contact Suffolk Family Carers on www.suffolkfamilycarers.org or tel: 0844 225 3099</p>	Check variety of leaflets available in waiting room
3	Local Enhanced Services and Direct Enhanced Services		<p>Facilitating timely diagnosis of dementia Avoiding unplanned admissions Learning Disabilities Minor Surgery Childhood Immunisations</p>	Group interested to hear about services available in 2015/16; very aware that not enough is known by the general public regarding what doctors surgeries

			<p>Routine Shingles & Shingles catch-up – 78 & 79 year olds Pertussis (whooping cough) for pregnant women Seasonal & childhood flu Pneumococcal Men C (students) Rotavirus MMR over 16 Hep B (Babies) Meningitis C Booster HPV Booster Long acting reversible contraception Health checks (40-74) Other changes: Online access for patients – see summary; i.e. recent drugs/allergies – make appointments and order prescriptions</p> <p>Named GP for all patients (national initiative) – to be allocated by 30/6/2015</p> <p>Friends & Family test</p>	<p>take on and how much work is involved. Increasingly aware that GP surgeries are at the heart of communities and of increasing demand for appointments.</p> <p>General feeling that this is a waste of time and resources – time and money could be better spent.</p> <p>Group feel there are too many surveys, everyone is doing it – why? Patients vote with their feet – not happy they move on – doesn't appear to happen here!</p>
4	Complaints		<p>December 2014 – Patient – upset at being kept waiting so long for orthopaedic surgery – GP explained that due to other health issues currently unfit for surgery – patient understood and resigned to waiting while other issues are looked at</p> <p>April 2015 – Patient unhappy at being unable to discuss multiple problems at appointment time – GP explained the 10-minute time slot and where possible doctors deal with numerous problems but occasionally have to, in the nicest possible way, suggest another app. may be necessary in order to continue.</p>	
5	Blood Test Service Improvements		<p>From 1 May if you are unable to get your blood taken at your GP surgery you can attend the blood test service at Riverside Clinic: Mon > Friday 0745 > 1730 – booked appointments available weekday afternoons. Free parking and on the 1 and 6 bus route</p>	<p>Group unaware wish to push CCG for more media publicity regarding this change – CF to discuss with CCG</p>

6	Appointment problems		<p>Doctor shortage - Care Commissioning Group looking at workload and workforce: GP recruitment & retention Physician Assistants Nurse recruitment & retention Modern apprenticeships Clinical leadership programmes Practice management programmes</p> <p>Nurse shortage – practice nurse on long term sick</p>	<p>Group aware of national dilemma; not so aware of the dilemma in Ipswich, need to encourage young doctors to move to this beautiful part of the country bit more publicity to sell our county to up and coming professionals</p> <p>Group delighted that we are coping so well thanks to Nurse Sal and the appointment of our locum nurse who is covering Fridays. All wish Jo a speedy recovery.</p>
7	AOB: Registrations		<p>Numerous practices in the area limiting times that patients can register and limiting numbers of new registrations.</p>	<p>We too may be forced down this road in the future, but all the town centre practices have approached the CCG for assistance with this local problem and they are looking at numerous ways to help. However, if we find we have to limit our registrations we have the full support of our PPG to do so.</p>

Next Meeting: Thursday, 12 November @ 11:00