**Joint Patient Participation Group Meeting 6.10.15 at Union Brae Surgery**

**Present:** Helen Henderson, Dr Sarah Ruffe, Robert Bell, Maureen Raper, Terry White, Carol White, Rosemary Woodcock, Andrew Ford, Clive Price and Linda Buchanan

**Apologies:** Mr and Mrs Anderson, Edward Kearton and Linda Pepper

Helen thanked everyone for attending the meeting.

Minutes from last meeting agreed.

**Matters arising from last meeting**

* ***Healthwatch***

Robert told the group of a meeting he attended with the CCG, regarding mental health issues in Northumberland. He explained that the group has had funding and staffing issues and this has affected local services. They had been looking at running courses all over Northumberland. He said that he had been told of a meeting that had taken place with Northern Spirit Berwick. Representatives from NSB said that this was not the case. The two parties concerned agreed to meet up to discuss the matter in greater detail. Robert left minutes of that meeting that would be circulated to the group with the minutes of the meeting – see attached.

It was also pointed out that there was no outreach in Berwick or the surrounding area for young people with mental health issues.

* ***Action Plan Update***

**Surgery Issues:**  Helen informed the group of the number of DNA appointments, and the impact these have on the running of the surgery. Measures had been put in place to alleviate this problem. The surgery has adopted a 3 strikes policy with letters being sent to patients not attending appointments. By law, patients must be sent these letters informing them of what will happen should they continue to not attend appointments. Helen explained that in one week alone 45 appointments had been lost and the significant impact this has on our ability to offer services to patients. With the adoption of the system, we now have the DNA’s down to approximately 4/5 per week. After questions from the group, Helen went on to explain that patients with mobile telephones are sent reminders of their appointments 24hrs before the appointment time. We are getting this service free at the moment. Our service providers has shown an intention to charge for the service which could cost up to £1800 per year. The group asked how we can make the patients aware of the problem with DNA’s and Helen explained that the information is on our new upgraded website, on our Newsletter and on the surgery notice board. Helen also asked the group for any ideas/input for our newsletters.

**Surgery Staff:** Helen told the group that we now have 6 doctors working at the practice. We are not at present a training practice due to lack of space.

* **Action Plan:** Helen told the group that the last action plan was dated April 14/15 and is updated yearly, but this had not been done this year as it was put on hold due to the possible move to the new hospital. It had since been decided that this was not financially viable. Plans are now in place to the extension/upgrading of the existing building.
* Planning permission has been granted and the works are going out to tender (3 quotes are required), and access to funding is required. Hopefully, the works should be done by Easter. Helen explained the plans, what was entailed and what the outcome would be. The group enquired as to the availability of more parking, and Helen explained that we only had 4 spaces for the practice which were leased from the owners of the car park adjacent to the practice, but did say that enquiries had been made with a view to purchasing the car park.
* **Patient Participation Action Plan:** Items discussed involved patient access to appointments namely:-
* Access to appointment for patients
* On-line appointments and repeat prescriptions
* Access to telephone triage and/or allocated time for this
* The choose and book service for hospital appointments
* Extension of nurse clinics
* Access to sexual health screening/advice available later in the day.

The group discussed various matters pertaining to patient communication. The group were told of the various ways in which patients can access information and also ways in which the surgery communicate e.g. the quarterly newsletter, the website, information on the waiting room notice boards etc.

There were also discussions regarding electronic patient access availability at Norham. This was not currently available, but it was also noted that Norham did not have the issues that Union Brae have in accessing appointments. It was also noted that there are no issues with DNA’s at Norham.

Helen told the group that we would welcome any ideas and comments regarding patient communication.

The group were also told about the new electronic repeat prescription services being implemented in December.

The possibility of bringing younger people to the group was also discussed. Helen said that the Youth Group had been approached regarding the 18/25 demographic being more involved.

* **Date and time of next meeting:** To be decided.