

ATTENDEES:

J. Hughes (chair), G. Cox, S. Hadley, A. Fowler, J. Fowler, L. Cooper, B. Chare, S. Davis, R. Sellarajah.

APOLOGIES:

T. Watts, Dr S. Long, Dr G. Horton.

1. The meeting was opened at 6.35pm.
2. The minutes of the meeting held on the 3rd September were accepted as a true and accurate record of what took place. Proposed by J. Fowler and seconded by G. Cox.
3. Louise Cooper was greeted and introduced on her first visit by R. Sellarajah and J. Hughes.
4. There are now 69 carers identified on the practice register.
5. People who work within the Practice Catchment are not able to register with the practice, as the instigation of that programme has been delayed.
6. Patients eligible for the Flu Vaccination who have taken the option are being notified by letter.
7. The take up on the Shingles Vaccination has only been 30%. Eligible patients are being notified by letter.
8. The on line appointment booking system has still to be commissioned.
9. 2 new Receptionists have been appointed and will commence on 3rd November.
10. The CCG have produced 500 Friends & Family forms which allow patients to rate the practice. These will replace the successful PPG survey forms. A link to the College Road Practice web site should be initiated in December. Volunteers may be required to assist in the implementation of The F & F survey. The PPG survey may be re-introduced in a year or so time.
11. The Did Not Attend (DNA) campaign has been successful and the number of DNA,s has been reduced.
12. The PPG Message of the Month will repeat the Flu & Shingles Vaccination availability.
13. The Dept of Health has issued the Practice with guide lines for suspected EBOLA patients.
14. The new Practice Diabetic Nurse L. Hewkin is now becoming established and welcomed by her patients.
15. The PPG news letter templates are to be produced.
16. It was reported that 2% of the practice patients were considered susceptible to A & E admission. The Practice is implementing a positive care plan aimed at reducing A & E admissions from this Practice. Registered patients leaving hospital will be contacted within 3 days and a care plan put in place for them.
17. The Practice will now be able to carry out Electro Cardiographs (ECG). These will be accessed by a qualified external agency and the results will be available in about 30 minutes. A suitable care plan can then be put in place. This will reduce the requirement for patients to attend hospital.
18. R. Sellarajah gave an introduction to ACE Excellence. This is a system to carry out more care at Practice level to reduce the incidence of hospital admissions.
19. The meeting was declared closed at 7.30pm.
20. The next PPG Meeting will be at 6.30pm Wednesday 7th January at this location.