Selden Medical Centre

PPG meeting

25th June 2015

Present

Practice Manager - Hazel Donaldson HD

PA to Practice Manager - Louise James LJ

List of patient members available:

AB, SB, JE, RG, TG, RL, RM, PS, RA, NB

(Not published for reason of confidentiality)

Agenda:

1.Adapt and Thrive HD

Primary Care CWSCCG at Avisford Hilton 24th June

Bridget Pettitt (BP) (Public Engagement Manager) to come to shadow at Selden HD

AB – MSK service?? Patient needs to be aware of changes

AB – self-care neglect, wrong word

Worthing and Adur GP practices receive £1m from Prime Minister’s Challenge Fund for four Miami clinics – and this one-year funding will mean the clinics can be established and made a reality for local practices. Miami clinic starting 1st July and if all on the day apts are fully booked, reception team may offer you an apt at our Miami clinic at Durrington HC.

2. Patient Engagement Sessions – SB

Session 1 – Understanding the health and social care landscape

Session 2 – Patient and Public Engagement in Commissioning

Session 3 – Getting involved: Being a Patient Representative

BP asked SB to tell PPG members that these sessions will be repeated in Autumn. Need to find times where get good turn out. Majority prefer week day eve.

3. To Health in conjunction with West Sussex County Council – SB

Where are the results sent? HD

4. Open Day - LJ for PR held at Worthing Medical Group – successful but poor turnout.

They held; health checks, diabetes checks, volunteer groups were present

AB – pop up desk at Selden to help engage patients on how we can make a difference locally

Discussed QOF and prev data and what it means– SB to send link

People coming in for other things e.g. housing benefit – need to manage this so it doesn’t take up too much patient surgery time.

Encircle staff training dates for newsletter – these are mandatory training events e.g safeguarding, CPR, CQC

Website encircle dates for newsletter

5. Phone Message – HD - phone message changing to monitor how many people give up

RL– next in queue to same time wasters

6. AOB

New HCA 1st Aug

Slips for when blood tests are back – according to Janet some take longer than a week?

RM– blood results on EMIS

Government want patients to have access to their records

Next CQC inspection – need patient representative to be present – name TBA

Meeting closed at 8.20pm

Date of next meeting

Thursday 22nd October 2015

@ Selden Medical Centre