**POTTERELLS PATIENT GROUP**

**Meeting held on 2 October at the Surgery at 10.30 am**

|  |  |
| --- | --- |
| **Present****Guest Speaker** | Martin Connolly (Chair) Maurice Gammell, Tricia Clough, Nigel Bain, Jean McLaughlinAudrey Sparkes, Jan Allen, Sandra Usher-Smith, Maureen Cook, James Ridout, Lilian Cross Rod Wiltshire – Prostate Cancer Awareness |
| **Apologies** | Eric Mclaughlin, Pamela Davies, Christine Bewley and Angela Smith |
| **Distribution** | ALL |

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Details discussed** | **Action****By** | **By****When** |
| **3**  | **Approval of Minutes of meeting held 24 July 2018**MC welcomed Rod Wiltshire to the group as a guest speaker.MC and team thanked Christine for her excellent minute taking. |  **MC** | **4.12.18** |
|  | **Matters arising and outstanding actions**Flu Vaccination – update given – difficult to manage this year and not so many Saturday Flu ClinicsPatient Story – still awaited.Patient Transport Leaflet – updated by NB. Transport now taken over by East of England Ambulance ServiceCommunication update – It is now autumn and MG available to look further at this project – TC/JA will undertake going to look at The Elms clinic in Potters Bar. They will then meet with MG to co-ordinate a way forward. Mark Edgar says that it can happen. NB would like to be involved. WhatsApp.Data Protetction – gDPR – update – still lots of policies to undertake and will evolve over time | **LC** **AS****NB****MG Lead** **LC** |  **2/10/18** **2/10/18****4/12/18** **2/10/.18** |
| 4 | **PNQ –** Martin fed back from this meeting – short resume sent out to all PPG members – Martin will resend to some.Discharge letters – The Lister hospital has approximately 48,000 discharge letters still to be sent out to practices. There is probably not that many but the Trust are working on them now.Appointments – A 16 year old patient presented her issues with obtaining appointments as she is at school all day and unable to make her own appointments. How do we facilitate our school aged children?We do not feel we have a problem but something worth thinking aboutOne way is on line appointments – should we release nurse appointments?.Appointment System – Discussion over the mess with hospital appointments – nothing we can do.Extended Access – Write up in papers about lack of use of appointments at weekends. Ours is going well and most of our appointments are used.NHS Choice – Private Hospitals are available through e-booking. Limited availability due to cherry picking procedures/patients. They only see low risk patients.James Gleed – Is keen on “on line consultations” – Smarter ways of working ie. WatsApp, Facebook and easier access to gp pathways.Potterells does have its own Facebook but it is for Business only.Should the PPG have a normal Facebook page – this would have to be managed by a team – some parties not keen but will keep an open mind and review with our communications team.Knebworth & Mrrymead have a very good Facebook and MC will forward details to MG. | **MG** | **4/12/18** |
| **5.** | **Update from Potterells**JA reported that we are about to hold our 3rd Carers afternoon on 3rd October. Jean will do a cake and still money in the pot for tea/coffee from EMc. Jan has emailed over 100 patients.New patients – Can we start collection “Next of Kin” from patients. This will be added to our registration form.Pallative care – This is going well and James reported that it is “Good Medicine”. We also undertake 40-74 medicals and anyone is welcome to book into these – although we do have a recall system.Next of Kin talked about and this will be asked for new patients joining the practice. Also a good idea for people to put on ICE on their mobile phone –this is available on iphones under settings SOS. If you have an android phone you will have to download an App. | **JA****LC** | **4/12/18****4/12/18** |
| **6.** | **Health & Wellbeing**Potters Bar surgeries are holding their Health and Wellbeing Event on 29 October, 2018 from 2.30 -5.30. MC and JA are going to attend.LC was given more copis of the Compassionate neighbour forms – a copy will be given to the staff.**Use Mark Edwards for any events/projects that we may have in mind he is a good resource.** | **MCJA** |  |
| **7.** | **Prostate Cancer Awareness**Rod Wiltshire gave a short talk on the benefits of talking about the issues men have and this should be as high profile as Breast Screening. Rob is a volunteer who goes around various venues trying to promote awareness and is keen to promote this within our locality.Happy to attend other meetings/venues. Men need to be more vocal and seek advice from doctors sooner 8 million men per year get prostate cancer. 1 in 8 white men get prostate cancer and 1 in 4 black men get it.Offer services to Mark EdwardsLC suggested he attend next flu clinic to promote awareness. | **JA/AS** | **2.10.18** |
| **9** | **Any Other Business**Next meeting 4 December at 10.30 am | **MC** |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |