

Patient Participation Group
Practice Minutes
5th March 2013

Present

Dr N Davies- GP
Dr K Kothari- GP
Robert Day
Chris Betteridge
David Weir
A Andrews
Barry Lister
George Field
Patricia Field

Apologies

Kath Gerrard
R Powell Thomas

1.	Welcome and Introductions The meeting was opened by ND; she thanked all members for their attendance.	
2.	ND informed the PPG that PM is no longer Practice Manager. Bute House is currently managing without a manager in post and several Reception staff have taken on extra duties to ensure that services are not affected.	
3.	Minutes of the last meeting These were approved by the group.	
4.	<p>Matters arising</p> <p>SystemOne Online CB has had no further problems with online booking. Numbers continue to increase</p> <p>Mobile Phones CB reported that there were 3 patients on their mobile phones in the waiting room this afternoon, despite 3 posters clearly indicating that mobile phones should be switched off. Following further discussions it was felt that whilst further posters may help, patients who are currently ignoring signs are likely to continue to do so.</p> <p>Newsletter The first edition of the newsletter has now been completed and is available both in the waiting room and on the website. ND and the group thanked CB for all his hard work and everyone feels it is a very good newsletter. Currently ND is printing off more copies when they run out in the waiting room. ND and CB asked the members of the PPG to think about writing on a topic of their choice and forward it to ND for inclusion in the next quarterly newsletter.</p>	ALL

	<p>Door signs ND promised she will take responsibility for these. BL will forward details to ND to follow-up.</p> <p>DNA letter There were 168 in December, 202 in January and 197 in February. Numbers have been fairly stable in the past 9-12 months built are much better than in previous years. Members still feel it would be appropriate to send out a letter to those missing more than one appointment. ND explained that the Partners do not want to remove patients from the list as they are often the most needy.</p> <p>Practice Leaflet The new leaflet is now available and was circulated to the group. Everyone agreed that the layout is good and the font size is easy to read. ND also circulated the new 'postcard' which reminds patients to use 111 when the Practice is closed. This is being stapled to every prescription.</p>	NR
5.	<p>Any other Business</p> <p>Recall Letters DW pointed out that recall letters do not seem to be happening at the moment. ND apologised explained that this was due to a change in staff and the administrative tasks have not been delegated yet. Now that new staff have settled ND hopes this will improve. ND explained that there are more nursing hours than their used to be and each of the three nurses have different skills. Nurse Mary is currently visiting housebound patients to check blood pressures and review chronic diseases, during the afternoon. AA thought that she had been sent to the L+D for her blood test but KBK explained that all blood tests are now being taken at the Practice.</p> <p>Diabetes KBK explained that he had considered setting up diabetic clinics, but that actually it is more time efficient for nurses to complete diabetic reviews and then KBK sees any diabetics requiring an alteration in medication, or with particular problems.</p> <p>Retinopathy Screening RD asked whether diabetic retinopathy screening would still be available at Bute House. KBK explained that they come to Bute House for 2-3 weeks each year, but if a patient needs an appointment at a different time of year they may need to be elsewhere.</p> <p>Luton Link AA informed the group that after March 31st Luton Link will be known as Health watch and the contract is currently out to tender.</p>	
	<p>Meeting finished at 19.20. ND thanked all members again for their attendance. Next meeting Tuesday 21st May 2013</p>	

