

The Hawthorns Surgery
Minutes of Patient Participation Group Meeting
Friday 13 October 2017

Present – Jacquie Walker, Dr Pat Clarke, Joanne Goodwin, Sheila Try, Teresa Monteiro, Tony Cannon, Tony Cooke, Yvonne Brown, Amanda Hume

Apologies – Derek Durham

Matters from Previous Minutes

Jacquie explained the Saturday flu clinics went very well recently and explained we also had a volunteer from Carers United, attend Jacquie thanked Tony Cannon for helping to organise this.

Welcome

Sheila welcomed Amanda Hume a new PPG member to the meeting.

Planning on Norman Laud Building

Sheila mentioned that there had not been anything in the Sutton Observer following the photo and article a couple of weeks ago, Jacquie advised she has spoken to Councillor Yip who confirmed the details had been sent to the paper and just a case of waiting now to see if they run with it.

Jacquie advised that the latest petition had 450 signatures and the previous one had 150. The surgery have written directly to the Council expressing their concerns regarding access to the building and safety of patients with the increased number of vehicles. Sheila advised she had also written to the Council. Jacquie did confirm that the local community and Residents Association have all been contacted regarding the proposed development.

The question was asked as to whether this subject can be raised at the next Ward meeting for Wyld Green as a representative from the Planning Office may have to attend.

Flu Clinics

Jacquie advised that 54% of the over 65 population and other eligible patients have received their flu vaccine to date.

Access for disabled patients was discussed for future clinics and whether it would be suitable to direct them to Dr Divall's room as the corridors are a little wider. Jacquie advised this would be difficult to arrange as the clinics are pre booked and colour coded but there are "floor walker" for the duration of the clinics who are happy to help out any patients who need assistance.

There are no more Saturday flu clinics being put on but there will be sessions running during the week which can be booked and GP's are willing to give the flu vaccines to patient's during consultation if required.

It was noted that there is a national shortage of the pneumococcal vaccine but Jacquie is trying to source a supply of this.

Reminder in the Newsletter for Flu.

Private Physiotherapist

A physio Dean Muldoon, will be relocating from Boldmere to the surgery from the end of October.

Annual Review for Chronic Diseases

Patients should be reminded to book in for annual checks for Chronic Disease Management.

NHS Healthchecks

Appointments are available for patients aged between 40 – 74 for a free NHS Healthcheck, this is general check up with blood test, blood pressure checks. This service is available to patients who fall into this age category and not already on a disease register.

Contact Details

Patient's to be reminded to update the surgery with any change of address, telephone contact numbers and email addresses. If we have the mobile number we can SMS reminders/recalls also.

Online Services

Patients should be encouraged to sign up for Online Services, this enables the patient to book appointments and order repeat prescriptions online and can save trip to the practice.

Any Other Business

A query arose regarding electronic prescriptions for a patient who was on holiday out of the area. It was confirmed a patient can temporarily change their nominated Pharmacy but must do this themselves by visiting the new Pharmacy and importantly remember on return to change back again with their local pharmacy.

Data Capture – the query was raised about the whether the information collected from the Flu Clinics on the “About You” forms is checked and any significant changes to a person's weight etc. highlighted Jacquie agreed this could be reviewed and would look at actioning this.

Tony Cannon provided a brief update on the planned merger between HEFT and The QE, it is still progressing and confirmation of whether or not this will go ahead will be announced later this year. If this does go ahead HEFT will cease to exist and will be known as UHB Trust, the hospitals will continue under their own name.

Sheila will arrange to do “A Day in the Life of a Practice Nurse” and Jacquie will arrange a convenient time with Janet Wood.

Next Meeting February 2018 (date to be confirmed)