

Summary of informal PPG meeting held Thurs 4th June 2015

Present: C. Charlesworth, D Hodge, M. Hardy, M. Pilling.

Apologies: Z. Nylski, C. Poole, Dr. Raichura, A. Roberts.

DH reviewed the notes from our last meeting.

Report on Patient Access facility: DH's item for the Hodnet website was still outstanding. It could also feature on the Practice website. CC said people's PA registrations were automatically de-activated within a certain time if not used. Reinstating this was easy; just phone the surgery. DH to mention this in his report.

Community Care Co-ordinator: CC reported that HMC was in the process of securing funding for a CCC from the CCG. Amount of funding available to each practice depends on capitation. CCG determines the hourly rate and amount of hours which can be worked and would provide training courses. HMC would not qualify for a large number of hours, but it was a positive start. The surgery would actually employ the CCC then reclaim the funds, and the doctors would refer individuals to the CCC according to need. Although this is a non-clinical role, it would be useful if an applicant had a working knowledge of Health Service procedures and services. It was likely that someone would be appointed quite soon.

Defibrillator Publicity: This can be viewed on the Hodnet website:

<http://www.hodnet.org.uk/main/?p=11099>

DH stressed that 999 should always be dialled immediately, even if the crisis takes place near a location with an AED.

Patients Association Newsletters: MH said these were a useful read, and asked whether the Patients Association Helpline number was displayed anywhere in the surgery.

Appointments booked but not attended (DNA): Following a news report that this was a problem for some practices, DH queried whether it was an issue for HMC and should therefore be included on our next agenda, but CC said it was a rare occurrence.

Other outstanding reports to be carried forward to our next meeting.

Date of next (formal) meeting: Thursday 2nd July, 6.30pm