

# ***HOPE FAMILY MEDICAL CENTRE***

## **PPG Meeting held Wednesday 22<sup>nd</sup> November 2018**

**Present:** HJ, JT, KS, DK, JG, EO'R, DH, NV, SJ, BR, GJ and IB.

**Apologies:** AP, PC, GH, WP, MG and SP.

### **Minutes of the last meeting**

HJ welcomed everyone to the meeting. The minutes of the last meeting were reviewed.

### **Matters Arising**

Choose Well information is now displayed on the front door of the surgery.

DNA Figures for October were:

GPs:13

ANPs:13

Nurses:69

Total: 95

To note: 11 of these were on the Saturday Flu clinic.

### **Practice Update**

#### **Dr Pennington**

Dr Pennington is doing well and we are now planning a phased return for her which will most probably be in mid December.

We have a new locum, Dr Iago, who will be providing some cover between now and Christmas.

#### **ANP**

We received a number of applications for the post. We are pleased to announce that Anna Andrews, currently the Cluster Care Homes Nurse Practitioner is joining us from April as our new ANP. Anna has been working with the Practice for about 16 months so we know her well and whilst she will require some support to fulfil the role completely we are confident that she will be a valuable member of the team.

#### **Flu Season**

The two Saturday clinics were very successful, though we still have a little way to go to reach our target of 65% of under 65's at risk and 75% of over 65s, which is set by Public Health Wales. Text reminders and letters are being sent out. We do have sufficient supplies at present. The Trust are centrally holding any surplus stock so if we require more it can easily be accessed.

#### **Practice Newsletter**

Issue 2 has now been drafted and was presented to the group for feedback. This will now be printed and available in the waiting room as well as on our internet page.

## **Group Activities**

### Promotion Stand

A promotion stand has been purchased for the waiting room and will feature a different promotion each month. This month is Mens Health and December will be Self Care to emphasise the message in the newsletter. HJ asked the group for any suggestions they may have for upcoming months, a number of suggestions were put forward and it was decided that January will be Mental Health and February Carers.

## **Any Other Business**

### ANP online appointments

These are not available for Chris Hollway. **Action:** HJ to review this.

### Welsh Eye Care Service (WECS)

Any person can self-refer for an emergency eye examination under WECS if they have an eye problem that requires urgent attention such as:

- A red eye
- A painful eye
- A sudden change or loss of vision
- Double vision
- Flashing lights or floating shadows

Should a patient have an acute problem with their eyes (symptoms of less than a week duration), they will fit them in within 24 hours for an extended examination, concentrating on the health of their eyes. If they are unable to arrange an appointment within 24 hours they will provide details of other optometrists who also carry out this service.

A list of optometrists offering this service is available on our website.

### My Health Online

A request was made to make the link to our online services clearer on the website. **Action:** HJ to do this

### Helpline Numbers

A request was made to add CRUSE and Parkinson UK to our list of Useful Numbers. **Action:** HJ to do this

### Search result

A query was made in relation to where the website comes when googled. If you type in Hope Family Medical Centre it should be the top search and links to our full website. If it says NHS Direct after it, this is just an information page on the NHS Direct Website.

### Privacy

Concerns were raised over the lack of privacy when using the electronic check-in kiosk. Other patients can stand too close and see personal information. **Action:** HJ to look into this

## **Date of the next meeting**

Tuesday 22<sup>nd</sup> January 2019 at 7.00pm