

**PATIENT PARTICIPATION GROUP
MEETING HELD AT ROSEWORTH SURGERY
ON 24TH SEPTEMBER 2013**

A G E N D A

- 1. Patient Survey – update on patient survey results to date.**
- 2. Shingles Vaccines**
- 3 Refurbishment of room 10 and new telephone system
(Building Lettering – does anyone have any contacts)**
- 4. Enhanced Services – Dementia, Risk Profiling & Remote Care
Maintenance**
- 5 Health & Social Care Information Centre**
- 6. Prescribing Champion**
- 7. Practice Profile : Geographical Area**
- 8. Referrals: A&E, Emergency Outpatients, Referral Rates**
- 9. Any other business**
- 10. Date of next meeting**

ROSEWORTH SURGERY
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD ON 24TH SEPTEMBER 2013

1. **Patient Survey Update** – Grace looked at the results to date of the patient survey. On the whole the results are very good and patient satisfaction is high, however there is still the problem that patients feel they cannot get appointments with the Senior Doctors. PPG members felt that if we explained to patients our values with regards to being a teaching practice together with the Senior Doctor's commitments outside the surgery (and why the Doctors have these commitments), then patients on the whole would feel happier with regards to this.

There is a document in the waiting room relating to this.

2. **Shingles Vaccines** – These are new to the Practice and are going to be available to all patients between the ages of 70 and 79. The vaccine does not prevent a person contracting shingles, however will make the symptoms a lot less severe. There is a nationwide programme which is to vaccinate all 70 and 79 year old first.
3. **Enhanced Services** – Christine explained how enhanced services works and that we now have the following new services:
 - i) **Dementia monitoring** – there is the opportunity to have an in house assessment depending on eligibility.
 - ii) **Risk Profiling** – a percentage of patients who are at high risk of hospital admission, are discussed by a multi disciplinary team to see if any input from them can reduce the risk of admission.
 - iii) **Remote Care Monitoring** –this is being carried out on patients with conditions such as hypothyroidism. The patient initially receives a blood test, if the results are normal there is no contact made however the surgery will contact the patient if there are any changes necessary. The patient can choose to be contacted by email, phone, fax or text.
4. **CCG News** – We are very proud to announce that we have one of the lowest A&E attendances in our CCG and this is a direct result of there being such good access to the surgery.
5. **CQC** – PPG members expressed an wish to understand and know more about CQC, this has been put on the agenda for next time and Christine will give a brief presentation on this.
6. **Next Meeting** – 10th December 2013 1-2pm