**Patient Participant Group Meeting 5th March 2019**

**Present:**

**Jayne McCarthy – Reception Manager, Annette Thompson – Chair Person for PPG.**

**Patient members:**

**Joanne Mcnulty, Lee Mcdonald, Ronnie Stobbart, Karen Clifford, Teresa Thomas.**

**Speakers:**

**Georgina Blythe – Cancer Awareness Development Worker.**

**Adele Blythe – GP liaison officer at Cobalt Hospital.**

**Pamela Smith – Social Navigator with Bliss – Ability.**

Jayne and Annette introduced each all members present and speakers.

**Pamela from Bliss – Ability** introduced herself and what her role as being a Social Navigator and Social Prescriber involves.

* Increase awareness of services and resources available to you in your local community.
* Earn new ways to lift your mood, boost your confidence and increase your self – esteem.
* Manage stress and cope with anxiety, develop, protect, maintain and improve their health and wellbeing.
* Self – care courses which are flexible and tailor made to suit your specific level.
* Social Navigators provide someone to talk to for people feeling isolated, needing help getting back within the community.
* Accomodation and food hampers can be provided for the homeless.

**Georgia Blythe – Cancer Development worker** introduced herself and gave a talk on:

* The importance of cervical smear tests, breast and bowel screening and by having the screening saves life’s.
* Georgia made everyone aware there are 200 types of cancers and 40% of them can be prevented.
* Georgia commented and how well Victoria Medical Centre is doing regarding cervical smear screening tests.

**Adele - GP liaison officer at Cobalt Hospital** gave a talk on the private and NHS services available at the Cobalt.

* Day case only
* Relieves pressure from NHS
* Waiting time is very short
* Joint surgery – knee, foot and ankle but no hip.
* Orthopaedic referrals can be processed within 3 weeks unlike the NHS waiting time of 8 months.
* Dermatology patients can be seen within 7 – 10 day following their referral.
* A booklet with all referral information from the Cobalt was passed around the group and copies given to the GP’s also.

**On – line – Services**

* Patients are reminded to update their contact details to enable them to gain on – line – access for Prescriptions and appointments.

**Prescriptions**

* I informed the group we will be discontinuing the prescription line from the 1st June 2019. Patients have been advised to access their prescriptions on – line, still put their requests in the prescription box if they are unable to access on – line.

**Karen was asked to discuss the patient reference group meeting:**

* Discussions were made surrounding GP’s being advised to test for suspected cancers re: scans blood tests before referral’s , certain tests can be actioned first before it become too late for treatment etc.
* The use of more triage Nurse’s in hospitals to enable patient’s to be seen and triaged clinically before having to wait unnecessarily by being booked in via reception first.

**Veteran’s Day**

* Jayne discussed the surgery will be holding a Veteran’s afternoon on Thursday 16th May at 13:00pm. All veterans’/ex – veterans are invited including the housebound.
* Light refreshments will be offered and a chance for patients to bring along their memorabilia and chat with others.
* The surgery will contact the patients but everyone is welcome.

Mayfield Medical Centre are holding a **Health Promotion Day on Tuesday 12th March at 10:00am** and have invited members of the PPG to attend. Annette, myself, Karen, Ronnie and Joanne have all agreed to attend.

**Any other business:**

* Lorraine – HCA discussed the importance of annual reviews and the blood/urine tests needed before the appointment.
* Lorraine discussed smoking cessation and how she put a plan in place for any housebound patient who wishes smoking cessation advice.
* Lorraine informed the group how the practice manages the housebound patients and their annual reviews.
* Appointment signposting protocol was discussed and what changes could be made to improve the appointment system. I will discuss this with the reception team.
* E – Consult requests were highlighted and promoted further. Patients on line were very impressed with this service.

**Next PPG is to be held Tuesday 21st May at 18:00pm**