

PATIENT PARTICIPATION GROUP MINUTES

Thursday, 20 November 2014 @ 11:00

Venue: Orchard Street Health Centre

Attendees: Collette Fisher, Practice Manager; Jo Whight, Practice Nurse; Hazel Sanders, Admin; Dan Ford – Live Well Suffolk

Plus 5 patient participation Group members

Apologies received for a further 4 PPG members

No.	Item	Added by	Details	Action
1	<p>Matter Arising: Agreed priority areas for 2014/15</p> <p>Redecorate waiting room</p> <p>Final Booster Vaccinations-school leavers</p> <p>Patients who fail to attend GP appointments</p>	Practice	<p>Earlier this year we gained agreement from our landlord that the waiting room will be redecorated in 2014 and with this in mind the group felt that with minimal spend from the practice (because they would rather have money spend on clinical care than the environment) we should look at seating and display equipment as a priority. Improving the practice environment – upgrade waiting room</p> <p>Attempt to improve teenage recall system for final booster vaccinations – Diphtheria, tetanus, polio & meningitis C - Practice administration team will instigate a recall system which will run on a monthly recall basis. <i>Total number of teenagers to be contacted = 83 to date 72 patients have been contacted</i></p> <p>Bearing in mind current recruitment difficulties with doctors the group felt that trying to address recurrent poor attenders would be helpful – DNA's will receive letters. In addition patients will be kept informed of progress with information in the waiting room and on the website regarding 'Did not attend' (DNA's)</p>	<p>Scheduled for redecoration and new flooring December 2014</p> <p>Of the 72 contacted to date, 20 teenagers have attended for their boosters</p> <p>Sadly, despite our best efforts our failure to attend record appears to be rising and in October 26 FTA. We will continue to persevere in our attempt to bring this down.</p>

2	Live Well Suffolk (10-15 min presentation)		Healthy living	Dan gave a very interesting talk and the group enjoyed an interactive discussion around activities available (free) at 'Live Well Suffolk'; healthy eating; portion control and the importance of regular exercise.
3	Dementia – high on the list of government priorities		<p>Dementia is a clinical syndrome. The clinical diagnosis is a two stage process.</p> <ol style="list-style-type: none"> 1. To make the diagnosis of dementia you need to differentiate it from: depression; the effect of drugs and; the changes in memory expected as part of the normal ageing process. 2. Is to determine the cause; i.e. Alzheimer's, vascular dementia or Lewy body dementia <p>The practice will make an offer of assessment for dementia to at risk patients where the practitioner considers it clinically appropriate</p> <p>At risk: Patients over 60 over 40 with Downs syndrome/ over 50 with learning difficulties/patients with long term neurological conditions.</p> <p>Following diagnosis referral for support will be offered – there are many and various services to help.</p>	Further to recent media attention the group felt it would be interesting to hear about the diagnosis of Dementia from the GP perspective.
4	Coughs, colds, flu and how to ensure you are prepared	JW	Every year millions of us visit our GP with minor health problems that the local pharmacist could resolve.	

		<p>Instead of booking and waiting for a GP appointment, you could visit your pharmacist anytime just walk in and ask. Remember many pharmacies are open in the evenings and at weekends.</p> <p>What to see your Pharmacist about: Mild skin conditions Coughs, colds, nasal congestion & sore throats Minor cuts and bruises Constipation Hay fever & allergies Minor aches and pains Period pain and thrush Warts, verrucas and athletes foot Nappy rash & teething</p> <p>What to visit A&E for: Head injuries or loss of consciousness Suspected broken bones or heavy blood loss Persistent chest pain or difficulty breathing Overdose or poisoning</p> <p>Tips for coping with problems over the seasonal period: Stock up on repeat prescriptions- allow two working days for the practice to process Pharmacies – use NHS Choices to look at opening hours over the Christmas/New Year period Cooking Christmas Dinner – Avoid alcohol until the hot fat, sharp knives and boiling water have been dealt with. Medicine cupboard supplies – make sure you stock up on the homely remedies for your medicine cupboard; i.e. cough medicine; decongestants; rubs and gels, pain killers and plasters.</p>	
--	--	--	--

Next Meeting: Thursday, 19 February @ 11:00