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| **SWAN LANE MEDICAL CENTRE**  **MEETING MINUTES** | | | | | |
| **MEETING** | Patient Focus Group | | | | |
| **DATE** | Tuesday 5th March 2019 | **TIME** | | 6.30 pm | |
| **PRESENT** | RW, JH, HA, MK, SB, AM, HSB, TH, MC |  |  | |  |
| **Minute**  **Taker** | TH | | | | |

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| **1 APOLOGIES** | **ACTION** |
| DH, KS,SP,HV |  |
| **2 MINTUES OF THE LAST MEETING** | **ACTION** |
| Agreed |  |
| **3 MATTERS ARISING** | **ACTION** |
| 1. **Swan Lane Traffic**   HSB provided update, see agenda item 8.   1. **Prostate Cancer**   The practice has started a prostate awareness notice board in the waiting room. A poster will also be displayed in the patient toilet. |  |
| **4 MEMBERS RESIGNATIONS** | **ACTION** |
| It was noted that SO and MO have both resigned from the Patient Focus Group. TH/HSB are always in the process of attempting to recruit new members. |  |
| **5 NEW MEMBERS** | **ACTION** |
| The patient focus group now has two new members. |  |
| **6 STAFFING UPDATE** | **ACTION** |
| The practice has recruited another practice nurse increasing the total practice nursing team hours by 23 hours per week.  In addition to this the practice has also been successful in filling the Nurse Practitioner vacancy which became available in December.  Both new members of staff join the practice in April and the practice is hopeful to see an improvement in appointment availability. |  |
| **7 PRACTICE COMPLAINTS SUMMARY** | **ACTION** |
| HSB shared the practice annual complaints summary with the patient focus group, highlighting lessons learned, changes implemented and staff skill gaps identified and addressed. It was noted that there were no particular trends. |  |
| **8 SWAN LANE TRAFFIC** | **ACTION** |
| Further to the last meeting as agreed HSB wrote to local MP YQ in an attempt to start action to improve the flow of traffic and public safety on Swan Lane. The correspondence was forwarded on to Bolton MBC who replied but will not be taking any further action other than introducing more than the minimum standard number of disabled spaces to the existing council parking area opposite the surgery.  It was agreed that more needed to be done regarding the traffic issues on Swan Lane.  There was a discussion with regards to organising a patient petition but there were also concerns that double yellow lines could be introduced making parking even more problematic.  It was suggested that a meeting could be arranged with the school opposite to discuss together traffic issues, concerns and dangers and find ways to improve public safety and traffic flow. HA agreed to make contact with the school to discuss and will feedback in due course. |  |
| **9 NATIONAL CERVICAL SMEAR CAMPAIGN** | **ACTION** |
| On 5th March Public Health England launched its first national multimedia cervical screening campaign. National cervical smear uptake is at a 20 year low.  Target audience is all patients 25-64 but they are particularly keen in reaching out to 25-35 year old, ethnic minorities, those from a lower socio-economic background, lesbian and bisexual women as these groups have the lowest coverage.  The campaign will run on TV, radio, digital display and social media.  The practice audits do reflect a poor uptake for cervical screening and hope that this campaign will highlight to female patient the health benefits of screening and cervical cancer. |  |
| **10 ELEMENTS OF THE NEW 5 YEAR GP CONTRACT CHANGES** | **ACTION** |
| TH shared some elements of the new GP contract proposed changes, those included:   * Primary Care Networks recruitment of other healthcare professionals (pharmacists, physios, Pas & paramedics) * 25% of appointments to be available to book online * Video & web based consultations * Patient access to their full medical records by 2021 * HPV vaccine for boys and increase of target group from 18 to 25 * De-commissioning of fax machines in 2020 * Changes to QOF |  |
| **11 SOUTH ASIAN COOKING** | **ACTION** |
| A discussion around the South Asian cooking and the use of a lot of oil and ghee and health risks. MK presented a case study of a person who had benefited from improved health due to reducing the amount of oil and ghee in their cooking . It was agreed that raising awareness about the health risks associated with excessive use of oil and ghee in cooking and the benefits that could result through reducing the amounts used.  MK agreed to lead this health promotion campaign and will write an article for the next patient news letter, post an article on the practice facebook account and decorate the practices health promotion A frame situated in the practice foyer. | **MK/TH** |
| **12 BLOOD TEST RESULTS** | **ACTION** |
| It was suggested that the onus on patients to contact the surgery for blood test results should shift to the surgery to contact the patient with the results.  A discussion around this was held and it was explained that the practice has a thorough process in place to contact all patients whose blood test results return with an abnormality within an appropriate time frame dependent on the result. The practice process a high number of blood test results every day and simply do not have the resources to contact patients whose blood test results are normal. This is why we ask patients to contact the surgery for their results in the succeeding one to two weeks. It was also noted that blood tests results can be accessed with on-line access to medical records. |  |
| **13 FUTURE PATIENT FOCUS GROUP MEETING DATES** | **ACTION** |
| Tuesday 4th June 2019, 6.30 pm  Tuesday 17th September 2019, 6.30 pm  Tuesday 3rd December 2019, 6.30 pm  Tuesday 3rd March 2020, 6.30 pm |  |
| **14 ANY OTHER BUSINESS** | **ACTION** |
| There was nothing else raised for discussion. |  |

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| **NEXT MEETING DATE** | 17th September 2019, 6.30 pm |