

Littledown Surgery
Minutes Patient Participation Meeting
Friday 28 April 2017

Present: David Bellamy, Chair of Littledown Surgery Patient Group
Emma Prince, Practice Manager
Dr Kate Smeaton, GP, Littledown Surgery
8 patients

1. **Apologies:** From 5 patients

2. **Review of notes from last meeting – 19 January 2017**

- Debbie – our new Healthcare Assistant has started at the practice. She will mainly be taking blood to start with, and we are expanding the types of patient we can now take blood from in the practice. These now include any urgent blood tests the GPs need doing, any patients aged over 75 years, any patient with diabetes, heart disease or hypertension, and patients needing INR or rheumatology blood tests and any patients who are carers. It was suggested that we add Debbie's information to the website along with information on who we will not take blood from in the surgery.

Action Emma

- Clinical Services Review – Emma and David gave a quick update on the Clinical Services review. The consultation period had now closed, and the results were being collated before being made public over the summer. The CCG would then consider what action to take and we may hear in the autumn.

3. **Dr Kate Smeaton**

Dr Kate Smeaton popped into the Patient Group meeting to introduce herself to the Group. She is now working all day on a Friday at the surgery. Kate also works at Lewis Manning Hospice and she talked about the work going on there to the group. Kate answered any questions the group had, included on her areas of interest which include End of Life care, Mental Health and Women's health issues.

4. **My Health My Way**

Emma briefly mentioned that the surgery will be offering sessions with a health coach on a Tuesday afternoon. The service is aimed at patient with long term health conditions to give them support to set and achieve goals to enable them to better manage their own health condition. Patients can ring Reception and ask for an appointment, or the GP or nurse may suggest this service to patients they feel would be helped by it.

Emma will ask Rachel, the coach, if she could come to our next meeting to discuss the service further. We will also put information on the website to promote this.

5. **Friends and Family test**

We looked at the results for March 2017. We reviewed the comments left by some patients. These were on the whole positive, but the group acknowledged that you can never please everyone!

