**CASAG**

**The Castle Mead and Stoke Golding Action Group**

**Minutes for Tuesday 3rd March 2015**

**Present**: Bernard Arnold; Rodney Brown; Alison Ellis; Pat Ley; Jennifer Michie; Kirsten Milner; Judith Montgomery; Brian Packer; Ray Pettitt; Karen Wareham

**1. Apologies**: Trevor Allcoat; Michael Cox; Ray Dockrell; Anne Fullagar; Pat Pirie; Julia Patterson; Ann Swan; John Tansey

2. Minutes of last meeting were accepted.

1. **Friends & Family Test results** - none were completed online, all 27 returned by post. Only one was unlikely to recommend the practice to friends or family, al the others were favourable. Most comments related to getting in to see the doctor they choose. Someone asked for a TV to be supplied in the waiting room. Availability of blood test appointments was raised but nothing can be done to improve this situation. Some wanted to make it easier to get non urgent appointments. This situation will improve when a Nurse Practitioner is appointed. There have been several applications for the post and interviewing will take place shortly.
2. **Health Promotion** - Pat Pirie has offered to do a health promotion display in the waiting area; March - ovarian cancer awareness, April - bowel cancer, May - Action on Stroke, June - Carers, September - Men's health, October - Stoptover, November - Movember, December - Alcohol Awareness. July and August could include Depression awareness, Diabetes awareness, Allergy awareness and Asthma awareness. It was suggested that the central board on wall facing door could be used for health promotion displays titled “This Month’s Awareness”
3. **Finalise Plan of action for the coming year**

**1. Improve access for patients**

The appointment of a Nurse practitioner will assist in increasing availability of popular doctors

Texting visually hearing impaired patients could be problematic. RNIB support for visually impaired was queried. Alison to investigate, She can print off a large copy of practice leaflet for those who are visually impaired.

For those with deafness, hearing support workers might be available, there is a hearing loop available at the practice. A text enabled phone for hearing impaired patients would be helpful.

Counter high for some patients, need a lower ledge put in.

**2.** **Health promotion**, see minute 4 above

**3.** **Improve** **Communication to Patients** - practice newsletter, CASAG dedicated noticeboard and members’ photographs, health promotion events. Some patients need to know how to book an appointment because the system has changed several times and they may be unaware of recent developments. Information could be included in the newsletter. Remind people that we have a suggestion box and also the Friends and Family feedback, When extra appointments are made, doctors give out a Friends and Family type questionnaire asking if people happy to have had an urgent appointment. Some want a dedicated phone line for cancelling unwanted appointments. These can be cancelled online.

1. **News letter** - Judith to help. Jennifer Michie has article to submit
2. **Suggestions boxes**
   * 1. Stoke Golding – Bernard nothing
     2. Castle Mead – Brian - a patient wanted the newsletter to be emailed to patients
3. **AOB**

* 2 new receptionists have been appointed to replace those who are leaving.
* Friends and family questionnaire starting in SG soon.
* 80% urgent appointment patients could be treated by a pharmacist.
* The next LPPG meeting is on 26th March at 12.30 at Hollycroft surgery.
* The next PPG Network meeting is on 16th April at 12.30 at the NSPCC, Beaumont Leys
* PPG awareness week will be 1st to 5th June at Woodlands Garden Centre.  Help will be requested to 'man' the stall.
* The new vision for healthcare in Hinckley can be found on-line at [www.westleicestershireccg.nhs.uk](http://www.westleicestershireccg.nhs.uk/). It is open for people to add their own thoughts.
* A CASAG member could not access online services on her iphone although other parts of the website were visible.
* Website says CASAG meets once a month so this needs to be updated to bimonthly. Attracting teenagers and people in their twenties to the PPG is very difficult. Employing Health promotion subjects aimed at school health promotion is perhaps another way in. Young patients need to be informed about confidentiality of information.

1. Next meeting**: 6.15pm May 5th CMMC**