



Park View Health Partnership
Patient group meeting
Wednesday 6 March 2013 5pm

In attendance:
7 patients
Helen Corpe, Practice Manager

Apologies:
Dr Wells (on leave), 3 patients

Items discussed:

New staff

Nikki Morell is the new diabetes specialist nurse attached to the practice, working alongside Jackie Stevenson in specialist diabetic clinics. Amanda Driscoll is our new Health Care Assistant, currently training in phlebotomy to increase capacity for fasting blood test together with other technical nursing activities.

Kirsty O'Connor, our practice nurse, is undertaking the Asthma Diploma to achieve accreditation for the practice.

Audits

These have been undertaken in infection control, where more stringent controls have been implemented and assessed. The practice still maintains good infection control measures despite some of the clinical processes such as clinical waste management being altered. A fire risk assessment and fire training for all staff was done. Patients agreed that they would be happy to take part in fire evacuation drills to make the experience more meaningful for the staff team. An email will be sent out requesting assistance when the drill is planned, and patients are asked to keep the information secret to maintain the semblance of unexpected emergency.

Training

Regular training of both clinical and administrative staff occurs one afternoon every two months and the practice closes for this. Last month, clinicians undertook updates in digestive diseases and the administration team were updated in signs of vulnerable adult abuse and how to respond to this. All staff took part in confidentiality training which underpins everything we do in the practice.

New services

Helen Corpe explained about the new multi-disciplinary team (MDT) approach to proactive patient care in Horsham and Mid-Sussex where patients are graded according to their risk of going into hospital within the next 12 months and preventative care measures (both medical and social) put in place early to avoid admissions. Patients who can be included in this approach will get a call from their GP to check that they are happy for the MDT to have details of their medical history.

The 111 service, which can be used to contact a GP or for advice (replacing NHS Direct), will be going live this month. There have been a number of delays in implementation. 111 is for advice and treatment that does not warrant a 999 emergency call.

Patient meetings

There are two meetings that have been arranged for patients to find out what is happening with the new structures within the health service. The first is on 13 March

