

**PATIENT PARTICIPATION GROUP
TUESDAY 16 JANUARY 2018 FROM 1830**

Notes of the Meeting

In attendance:

Clive Green	Chair
Tony Wright	Deputy Chair
Kate Sanders	
Margaret Hand	
Melissa Lawson	IT and Compliance Manager
Don McGeorge	Practice Manager/Secretary

1. Welcomes and Apologies for Absence. Chair

The Chair opened the meeting at 1830. Apologies had been received from:

Linda Walters
Ruth Hunter
Stephanie Franks
Glenys Bower-Macer
Mark Underwood

2. Notes of the Previous Meeting held on 7 Nov 17, and matters arising not already covered on this agenda:

- a. The notes of the previous meeting were accepted as an accurate record of that event.
- b. **Visiting Other PPGs:** Linda Walters was still keen to progress this but, in her absence, asks if there are any PPGs **NOT** to be approached, and are the Group content that she takes this forward? Following discussion it was agreed that there were no issues with any visit programme she decided, and the Group would be pleased for her to take this forward and feedback at the next meeting in March.

3. Website Contributions and Newsletter Chair/TW

a. More info in Newsletter to be discussed (people related) MH

Margaret had asked if there could be more input to the Newsletter with regards to people at the practice, and this elicited a wide ranging discussion. Ultimately, it was agreed that the best approach would be to consider the use of Practice Job descriptions to give an explanation and understanding of the roles undertaken at the practice from a clinical perspective. It was also agreed that the role of the Reception team would also be expanded in the same way, as it was important that patients understood their role and many

functions, as it is often misconstrued based on a very short interaction with them. It was also considered of relevance that the footfall to the practice also be included, as it was a relevant factor that patients would be interested in, and Melissa would develop these statistics for the next meeting.

In the wider context of the Newsletter, the differing content (vaping, book reviews) were all supported moving forward, as was the regular input in relation to upcoming events provided by Melissa and through Tony's own research.

b. PPG Website – does it work for “us”?

Chair

Clive opened a discussion in relation to the impact that the PPG website was having, and whether this was working for the Group. Tony agreed that it was a fairly unobtrusive front page, but its function was as a point of contact for members/potential members of the Group and to separate the Group from the Practice website. It did carry as much news as possible but, in reality, it was a fairly static site as much of the information was not particularly going to change.

Following wider discussion, it was agreed that the site would continue in its current form for the time being, and Tony would bring forward the statistical data related to its access at the next meeting.

4. Healthwatch (Standing item)

DMcG

There had been one item on the December report which was a non-specific comment related to waiting times to see specific GPs. NFA, as no response was required and, although the rationale behind the anonymised Healthwatch approach was understood by the Practice, it was – in that format – of little use as there were no details available to mitigate the issues put forward.

5. Dementia Project

Chair

Clive reminded the Group of this very worthwhile initiative in Spalding which meets fortnightly.

6. PPG Surgeries:

TW

The last of these was held in November with Tony and Glenys spending time at the Practice to drum up interest in the Group and the Newsletter, with some success – but a very hard process. It was agreed that these would be put on hold for the time being, but in discussion it was felt and agreed that the onus should actually be on recruiting readership to the Newsletter and develop further interest through that medium. There would be a revised proforma for handing out at reception, which concentrated on this rather than any commitment to the Group itself and Tony would develop and forward this in due course.

7. Repeat Prescriptions

Chair

It had been brought to the attention of the Group – partially by its own members – that patients were no longer able to ask Community Pharmacies to organise and manage their repeat medication requests, and there was significant concern raised over this. It had been made clear that this was partially as a result of the financial position that the CCG now found itself in, and this had been put down to over ordering of medications on behalf of patients, for which the CCG (well, NHS England) were required to pay. The initiative was therefore based on putting patients firmly in control of their ordering, and stopping the pharmacies from making – possibly – unauthorised medication requests. Whether this is urban myth or not is yet to be seen, but the consensus was that – as the Pharmacies operate under the terms of an NHS contract – then it seemed ridiculous to not look at these first, before removing a well-used and highly appreciated service from – literally – thousands of patients.

Clive is due to attend a Board meeting in the near future, and undertook to ask this question. Logistically, Don explained the way in which medications could now be order through the practice, and explained that we would not be opening this up to telephone requests as were simply under resourced to be able to work in this way. Other than handing the request in personally or positing it to us, the simplest solution would be to register for online facilities, and submit requests electronically.

8. Any Other Business?

- a. Clive had recently attended the “Carers Champions” training on behalf of Healthwatch and felt that it was useful – but not particularly enjoyable! The practice would be undertaking this training in March and this view was noted!

There being no further business to discuss the meeting closed at 1940.

THE NEXT MEETING IS TUESDAY 6 MARCH 2018 FROM 1830