

## Agenda & Minutes for PPG meeting 12.4.2018

*Please can all attendees be aware that this meeting is to discuss the practice and the direction the practice and patients wish it to develop. We cannot discuss personal, medical or individual issues due to Confidentiality. If you wish to discuss any issues, as above, please arrange a private appointment with either the Practice Manger or Doctor separately, thank you for co-operating*

Attendees

Dr A Dasu      Kath Wild      Pauline Allen      Jackie Vella      Sulhail Khan

**Today's meeting is to discuss some topic you have raised with your sheets:-**

1. **Prescriptions** – It was discussed and explained why we had stopped 3<sup>rd</sup> party Ordering (this is due to chemists over ordering medication and therefor waste to the NHS). It was explained that if the Chemist felt that a patient was “Vulnerable” that we would look at these patients and decide if the chemist could order for them. However prescriptions once ordered would go via EPS if the patient had a nominated chemist.
2. **Charges** – The Practice does charge for “non-nhs work” This can include letters and forms. A point was raised re blood results and clinic letters. It was explained that all clinicians working at Lancashire Teaching Hospital can access blood results and clinic letters therefore there is no need to take these with you. Also you can request that there send you a copy of your clinic letter when you are seen at hospital.
3. **Surgery Times (late appointments)** – The question was asked about extended hours and how to access the HUB. Dr Dasu explained that we part of a Collaborative and can offer a few appointments that can be booked via the surgery for late night and weekends.
4. **Practice Nurse (what can she do)** – Dr Explained that our Nurse, Rehana, is a qualified Advanced Nurse Practioner, this means that as well as doing all Practice Nurse duties she can also treat minor ailments and prescribe if necessary. Dr Dasu the went on to explain that we have recently taken on a new Nurse, Jaqui who would be working Fridays and dealing with all Practice Nurse Duties. We are also in the process of employing a Health Care Assistant and will keep the group informed of what is happening.
5. **The previous minutes where gone through an agreed.**
6. **What is the Panel Monitoring?**- The Panel or PPG is not there to monitor anything, however they are there as a link between patients and the Practice, bringing to the table an ideas of improvement we can make. They are a group that will work with the practice to advise and inform the practice, re improvements and the patient perceptions of the changes. The PPG hopefully will develop it own role with in the Practice Structure and become a Valuable assets for all.
7. **Virtual Group** – The Practice would also like to run a virtual group for those patients who are internet savvy and cannot make the meeting. They could forward there ideas via email and get feedback.
8. **The Practice has had 3 notice boards put up.** 1 will be for Health Promotion, 1 will be for Practice Information and the other one will be for the community to post any poster about events happening with in the local area.

9. It was also mentioned that to aid the flow of discussion that we have a “paddle” to hold up when we wish to talk – Kath will look into getting hold of something that may be suitable. The meeting was brought to a close with the hope that everyone had a better understanding of the above.

Next meeting 6.6.2018