Minutes From PPG Meeting 14th February 2019

Attended by:

JW, AM, BDM,ES,RC,GB,JN,RN,JH,AH Debra Juett & Lizzie Brain

Apologies: TR

Chaired by: AM

Minutes from last meeting agreed.

Mention of Genetic Profiling – lots unaware of this, what does it mean for surgery & patients? Find out more information for next meeting.

Updated group on Flu Campaign 2018/19 & informed of date for 2019/20 – 2nd October. Hopefully will go better than this year’s campaign although considering the problems we have had it has gone well, we are continuing to opportunistically immunise patients.

TR was attending and event regarding how older people cope, he did not attend this meeting so we will ask for feedback at next meeting.

Informed group of new registrar – Dr King who will be with us for the next 2 months.

Group asked if AR (practice pharmacist/ANP) could be invited to next meeting.

A member of the group also praised SP (current pharmacist) was impressed by his telephone consultation regarding medication.

Explained to the group about current situation around pharmacists within the practice. AR was a pharmacist but is currently training to be an ANP. SP is a training clinical pharmacist but will be leaving at the end of February. Patients can see or speak to any GP or ANP to review medication.

More advertisement of Patient Access to be distributed throughout the surgery as it was felt that lots of patients still were unaware. This can be done at Surgery Event in April (see further details at end of minutes)

Screening campaign – the surgery is having a campaign to increase screening of Bowel, Breast & cervical cancers. Notice board in main corridor – this is to be a continuing project – PPG agreed to help at surgery event in April. Suggested that leaflets in other languages may help. These will be ordered.

Blood Pressure tests – item in the news regarding BP readings. Patients can go to the pharmacy for free BP checks. Reception do signpost this service. Group felt that pharmacies were always to busy to do this. Add BP to self -referral sheet to let patients know that the service is available at pharmacies. Blood pressure checks at surgery event?

Chronic disease re-calls – overhaul of the way we re-call patients for chronic disease – 1st contact is to be by telephone to make an appointment, 2nd contact by letter if no response, 3rd contact by phone call. This may help reduce number of calls coming into the surgery to make appointments for reviews therefore freeing the phone lines for other queries etc…

Waiting room at times seems to be full of buggies and scooters – could there be a designated area for these to be left out of the way of other patients. DJ will discuss with Parkside to find a solution. It was also mentioned that the small tables in reception should be removed for safety reasons as children often climb on them.

Prescription requesting – member said that they could not order at reception?? DJ will check what reception are advising patients. Communication between patient, GP surgery and Pharmacy is vital to smooth flow of requesting, issuing and dispensing.

Surgery Event – Thursday April 18th  9:00 – 12pm

Members of the PPG to help

BP checks and Blood Sugars Checks to be done by HCAs.

Cake stall

Tombola

Patient Surveys

Cancer Screening Display

Close of Meeting

Next Meeting Thursday 2nd May at 2pm