**ST. THOMAS ROAD SURGERY**

**PATIENT PARTICIPATION GROUP**

**MINUTES**

**Thursday 6th July 2017**

1. Present: Ella Brownridge, Practice Manager, Jan Power, Chairman, Margaret Roberts, Tony Lumb, Janice Cameron, Sandra and Gemma from Cohens Chemist
2. Apologies: Graham Isherwood, Christine Gill, Richard Taylor
3. The Minutes of the previous meeting were approved.
4. We were joined by Sandra and Gemma from Cohens Chemist and discussed the employment of community pharmacist and technicians in surgeries and what this would entail. We agreed this would benefit the practices and patients and would free up some GP appointments.
5. Call in Screen. There has been no change. Ella informed us that she had checked the volume of the speakers and they were on full. She will check again to see if anything else can be done as patients are still complaining they cannot hear.
6. Photograph prints for corridors. Not much progress has been made due to pressure of work. It was felt that more photographs were needed to choose from and some were promised.
7. Prescribing changes. Patients are being asked to buy certain items over the counter instead of getting them on prescription. Ella said there had been a few complaints but overall patients seemed to be accepting the changes. There are some exceptions.
8. Update on Family and Friends Questionnaire. It was reported that no patients seem interested in filling in these questionnaires.

**Any other business**

1. A foundation doctor, Dr Charlotte Rickards will be starting at the surgery for a four month rotation as part of her medical training. The surgery will get three doctors per year.
2. A newly qualified doctor will be joining the surgery shortly, Dr Kevin Pepper.
3. Jan Power showed the group a selection of leaflets on staying safe for people suffering with dementia.
4. Date of next meeting Thursday 26th October at 12.30pm.