

Drs Broom, Ward, Shelly & Maxwell-Jones

**MINUTES - PATIENT PARTICIPATION GROUP
Monday 1 September 2014**

Informal pre-meeting 5 – 6 pm

Formal meeting 6 – 7pm

Attendees

Jack Crawford (Chairman), Lis Hind, Sheila Allen, Barbara Williams, Arthur Williams, Barbara Hollands, Vivien Jury, David Brace, Peter Bishop, Bea Orme, Saxon Maskrey, Rachel Taft, Debbie Newton, Mandy Chell, Dr Katharine Shelly

1. Apologies Muriel Robinson
2. Minutes of the previous meeting (7 July) – taken as read
3. Matters arising
 - a. Link to Labonline reported as not working (RT checked 2/9/14 and it was working on two machines checked in the surgery)
 - b. RT to check 111 has updated list of patients who call from Staffordshire area codes (to ensure that our patients get through to Derbyshire 111 with Derbyshire services, as call routing is determined by this)
 - c. Research – confirmed again that the practice does occasionally partake in research, posters up in practice and certificate to say 'Research Ready'.
 - d. Suggested that surgery should put note on waiting room tv screen re parking issues. *Suggestion from RT – could PPG propose text to put up as 'Message from your Patient Group'?*
4. The Surgery is increasing the number of GPs
 - a. Dr Helen Maxwell-Jones returns from maternity leave 29/9
 - b. Dr O'Hara staying till Christmas
 - c. Dr Julia Crowley will be joining the practice permanently as of November 1 day per week

- d. Nurses – unfortunately a further change in staffing, but recruitment was underway at time of meeting

5. Medication reviews

- a. Mandy (Dispensary Manager) sought views on how the Surgery should communicate with patients who do not respond to reminders that they need their medication reviewed.

General discussion re medication reviews/ overdue notice on prescriptions. Patients have their medication reviewed periodically to ensure they are on the right medication and dosage and review it still meets your needs. Although this might not be explicit during a consultation, it is one of the things that a GP considers when issuing more medication (sometimes the appropriate code is not entered into the record at this time, which unfortunately leaves the message on the prescription and Dispensary thinking it has not been reviewed). However, Dispensary are concentrating on those patients who don't come in to see their GP first, and Dispensary need to chase them. Mandy was trying to gauge how far she could go – obviously it is not safe for patients to continue taking medication without proper review, but it is also very difficult for the surgery to stop treatment for a chronic disease as the patient may still not attend.

The PPG discussion highlighted to the Surgery that it could be that patients do not think they need one as they have had a 'review' at a chemist. To highlight that it is not the same as the one your GP would do this, an item was put in the latest newsletter explaining that our medication review is not the same as a chemists, and to encourage patients to contact us for their review.

The PPG felt it would be reasonable to cut down the amount of medication to patients when they had not responded to requests to have a review, from 28 days to 14 days then to 7 days. Most importantly, to be quite explicit about this in the letter to explain consequences.

- b. Request to know surgery prescribing budget – just over £1m for 2014-15

6. Intercare charity

- a. The Surgery now sends any surplus medication returned by patients to this charity, which then forwards to medical facilities in Africa (there are protocols as to what medication can be taken/expiry dates/condition etc).

- b. Mandy will be arranging a funds and awareness raising cake sale. The PPG agreed that they would be happy to be invited to assist either by manning the stall or baking. Mandy to arrange a date.

7. Phone system

- a. At time of meeting, we were hoping to get a new telephone system. This is now planned for install 15/10. Info on website/posters in practice/on tv screen to inform patients.

8. Macmillan Mobile Cancer info van 11/9 Shawcroft car park 11/9

9. CQC – new visit regime starting in October, expecting their presence in Derbyshire imminently

10. AOCB

- a. TV screen still cutting off left hand side. This is unfortunately due to time issues (unfortunately not a setting on the tv but with the software that turns PowerPoint into video format). RT will try to sort before next time.
- b. Request from Jack that members should submit ‘any other business’ items 2 weeks in advance of the meeting (RT will request for agenda items with delivery of minutes).

11. Dates of next meetings

- a. Monday 3rd November 2014
- b. Monday 5th January 2015
- c. Monday 2nd March 2015