

**Minutes of Patient Participation Group**  
**Market Street Medical Practice**  
**Thursday 12<sup>th</sup> April 2018 @ 6.30pm**

**Present;** Sue Naylor (SN), Stephanie Jackson (SJ) Anne Mills (AM), Bob Treen (BT), Mel Smith (MS). Catherine Mackay (CM) Joan Bottrill (JB), Nigel Bottrill (NB), Lynne Leach (LL), Howard Thompson (HT)

**Apologies;** Dr Onslow, Michelle Cowsgill (MC), Karen Hadfield (KH),

**Minutes of last meeting** - agreed as an accurate record.

**Matters Arising;**

1. Car Parking

The suggestion that the RH side of car park being made into disabled parking only had been discussed but not agreed. General consensus was that pursuing changes to the car park was not best use of PPG energy.

2. Listening Ear Initiative

SN updated group that when AO had spoken with the organiser of this initiative, it became obvious that it is not organised and run as we had been led to believe. It is run through a local church. AO had passed the information to Dr Richardson to look into, but is unlikely to develop. Group thought the idea of it should still be pursued by approaching groups/charities that may already operate such a scheme.

**Action:** SN to look at possible options.

3. Prescriptions

(i) The audit has not been done as BT had been unwell. SN explained that it is likely to get integrated into an initiative that SJ is working on.

**Action;** SN and BT to liaise with SJ

(ii) BT, JB and MS all raised issues about problems they had had with recent prescriptions – availability of an alternative when something not available (strength and item) length of time taken to sort an issue, attitude to sorting the issue.

**Action:** SN to liaise with meds managers and identify issues and ways forward

4. Issue raised by KH at last meeting had been resolved to her satisfaction

5. The protocols for the issue of certain prescriptions is nearly complete. These will be disseminated amongst all receptionists when finalised and input will be given at a future PLT.

6. The with-holding of the surgery number when phone calls are made had been discussed. SJ is looking into this with Dr O'Donovan and the Medical Protection Society, as there are some concerns about potential breaches of confidentiality. Some potential alternatives which SJ will look into.

**Action;** SJ to discuss with Dr O'Donovan

**Practise Update**

1. The GP and HCA appointments bookable with the out of hours service on a Saturday morning has been extended so now available every evening, and are available at Ambleside and Grange Health Centres, FGH and WGH. These are booked through reception in the normal way and are proving very useful especially when there is limited availability within the surgery. They cannot be booked through pts' online access.

2. SJ informed meeting that, as part of the ICG work, the surgery were asked to identify 2 areas to focus on for improvement. Prescriptions and sign-posting have been identified. Although in early stages, this means that there will be outside support to facilitate this, as well as working groups within the practise for interested staff.

3. As part of the Integrated Care Network, there is an initiative to appoint a clinical pharmacist who would work for about 10 hrs per week within the practise. What this looks like, job description etc is being worked up, but it was

felt this would be of huge benefit to the practice, and is likely to include medicine reviews and discharges from hospital.

4. SJ said that since the introduction of IPlato, she has received a lot more feedback from patients. Much of it is very positive, but she is keen to look at all dissatisfaction, especially looking at any complaints re prescriptions.
5. The next PLT (18<sup>th</sup> April) is based on feedback from a theatre group, on what people think about local health care services.
6. SJ also mentioned the dressings initiative mentioned at the last meeting.

### **Members Update**

JB said she was pleased to hear about all of the collaborative work going on, and the work to make improvements. She said she had also seen that in Wessex they have a young person's PPG based at the university. Group discussed attracting new members etc. SN reminded group that when she and MC initially took over from Steffi, agreed to consolidate membership and not recruit for a year. That year is nearly up, agreed that discussion about membership go on to next agenda.

**Action;** SN to discuss options with AO, SJ and CH, and put as agenda item for next meeting,

BT asked if we had changed the CCG we are part of. SJ confirmed this changed about a year ago, and we are now part of Morecambe Bay CCG. BT said he has been looking at pharmacy operating guidelines to better understand processes.

HT picked up on the availability of CHOC appointments being beneficial where an ongoing relationship with a given GP not so important.

MS asked if the 'breakout' room idea had been developed. SN clarified that it was thought this would develop in conjunction with the Listening Ear initiative. Although this has faltered, group felt that this might still be useful to pursue, for eg asking different support groups to come in.

**Action;** SN to discuss with SJ, AO and CH (Carolyn Hodgson)

AM expressed thanks to SN and MC for the way they facilitate the meetings. She said she felt that they really listen and take issues raised seriously and try to resolve them. Her thanks were upheld by all members and there was even a round of applause!!

### **AOB**

1. SN informed group about event at FGH on Thurs 26<sup>th</sup> April @ 6pm in the lecture theatre. It is open to all and is focussed on letting people know about services available. SN will be going.
2. SN informed group about the changes to the midwifery service and what newly pregnant women now have to do.
3. SN informed group about the Minor Ailments Scheme operated by all pharmacies and how receptionists try to sign post people to them where appropriate.
4. JB asked if SJ knew how Dr Bland was. SJ said she had heard from him recently and he was very well

**Meeting closed at 8.10pm.**

**Date of next meeting Thursday June 21<sup>st</sup> @ 6.30pm**

**PLEASE NOTE THE CHANGE OF DATE- 14<sup>th</sup> is PLT so surgery will be closed from lunchtime**