

**Minutes of Patient Participation Group
Market Street Medical Practice
Thursday 21st June 2018 @ 6.30pm**

Present; Sue Naylor (SN), Anne Mills (AM), Bob Treen (BT), Catherine Mackay (CM) Joan Bottrill (JB), Nigel Bottrill (NB), Michelle Cowsill (MC), Howard Thompson (HT), Pamela Stewart (PS)

Apologies; Mel Smith (MS)

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

There had been discussion about how an alternative to this might be moved forward, but consensus at the present time was that this was not something that would be pursued.

3. Prescriptions

The issues raised by individual members at the previous meeting had been investigated, and changes had been made in the light of this. Procedures had been developed and this was in the process of being disseminated to all staff either through training sessions in PLT time or through individual catch up.

4. With-holding of the surgery number when phone calls are made had been discussed at a partners meeting – guidance is being sought. There is an option to dial 1470 before dialling which renders the number visible, and it may be that this is the way forward where people agree to this being done.

Action; SJ to finalise decision with the GP partners.

New members

At the previous meeting it was agreed that membership should be looked at. SN informed meeting that Sheila McClarnon would continue as a virtual member as she could not commit to the meetings. After discussion, it was felt that whilst new blood in the form of some younger members would be good, there was not the physical space to recruit lots of new members. Agreed that GPs be asked to be on lookout for potential new members and for posters to be put up when the Thursday pm clinics are on.

Action; SN to request this and ask re the posters.

Support Group Drop- ins

Partners are happy for different support groups to be invited in with opportunity for people to meet, but it was felt this would need to be developed by the PPG members. There was no expression of interest to do this.

Practise Update

As discussed at the last meeting, as part of the ICG work, the surgery were asked to identify 2 areas to focus on for improvement. Prescriptions and sign-posting had been identified. Meetings and work around prescriptions has taken place, with significant changes and improvement being identified and put into place such as items being returned to surgery, processing of urgent requests. There was general discussion about hospital prescriptions, SN explained the process, and it was suggested poster for hospital scripts be redone to increase patient understanding as to why can take up to 5 days..

Action; SN to redo poster re hospital scripts.

Appointments will be looked at over the next few weeks. SN informed meeting that the work will continue once the meetings are complete as there is commitment to ongoing improvement.

Members Update

1. It was noted that since EMIS had updated people had had problems with online access. SN explained the problem and said most people's difficulties were easily resolved once email and /or phone numbers were re-verified. In some cases people had had to have their accounts reset.
2. Discussion about the difficulties with prescriptions at Lloyds. Suggested that Vince be invited to come to meeting to explain the journey of a script and to discuss concerns.

Action; SN to invite Vince to a future meeting

AOB

1. SN informed meeting that she had been forwarded an email from the CCG concerning engaging PPG's with a request for someone to come and discuss at a meeting. No reply had been received to date

Action; SN to contact Claire at CCG re this.

Meeting closed at 8.20pm.

Date of next meeting Thursday 16th August @ 6.30pm