|  |  |
| --- | --- |
| **Minutes of Patient Participation Group (PPG) Meeting**  **Held on Tuesday 28/3/17 at Central Canvey Primary Care Centre** | |
|  | |
|  | |
| **Those Present:**  Tina Packman - Practice Manager (TP)  Dr R Ramoutar – Partner (RR)  Samantha Baulch - Senior Administrator (SB)  Norman Crampton (NC), Josephine Johnson (JJ),  Barbara Adams (BA), Lorraine Thorpe (LT),  Jennifer White (JW, Paul Senior (PS), Karen Sadler (KS)  **Apologies:** James Rhind (JR) Valerie Senior (VS) | |
|  | **Action** |
| 1. **Welcome and Introductions**   Meeting started at 18:30.  TP welcomed everyone to the Patient Participation group meeting. Everyone gave their introductions and new Member PS was welcomed.  JJ suggested that everyone should wear name tags. |  |
| 1. **Agree Minutes of previous meeting**   KS advised that any abbreviations made within the minutes should be clarified at the end of the minutes.  Minutes agreed by all members. |  |
| 1. **Appoint Roles**   KS offered to take on the role of Chair temporarily but as she is very busy at present she would step aside if another member wishes to take the post.  BA unable to commit to a post at present.  JW unable to commit to a post at present.  NC unable to commit as is out of the country for a few months of the year, however, he would still like to be informed of the groups progress when he is away via email.  JJ offered to take on the role of Secretary, although she raised a concerned that she has never taken minutes before. KS said she would be happy to review the minutes for JJ before distributing them to the other members.  KS suggested using a Dictaphone and then JJ can type them. JW advised that she may have a Dictaphone at home and will check and let SB know. TP agreed that the surgery would fund a Dictaphone if needed. JJ agreed to take to post.  SB agreed to continue to distribute all information/Minutes via email to the PPG\* members.  **Roles agreed and appointed by group: KS –** Chair  **JJ –** Secretary **JR –** Treasurer  Roles to be reviewed in 6 months. | TP/JW |
| 1. **Agree Terms of Reference**   KS feels that the group should not be reviewing practice complaints, but agrees that the PPG\* members could review patient comments/suggestions received from the Friends and Family Test, NHS Choices website and the suggestion box. Discussed and all members agree.  Action: SB to prepare the FFT\* and NHS choices data for the next meeting.  Action: complaints to be removed from the terms of reference and comments added.  KS suggested that the PPG meeting times and dates should be agreed each month with a minimum of four meetings held yearly. All members agreed.  Action: SB to update the terms of reference with the above amendments.  Amended Terms of Reference agreed. To be reviewed in 1 year. | SB  SB  SB |
| 1. **Any Other Business** 2. JJ concerned that we are focusing on an electronic means of communication with patients and pointed out that not everyone has access to the internet or computers. SB advised that all the practice information is available both online and in paper form at the surgery. 3. NC concerned regarding a prescription issue he had last week - advised by TP that she is aware of what happened but that it is not appropriate to discuss personal queries at the group meetings due to confidentiality reasons but would be happy to discuss this after with him. 4. JW feels we should be interested in what changes are being made within the wider community as this may have an impact on the Island Surgery. 5. JJ asked KS for advice on what things the PPG should be looking into going forward. KS states that the PPG at the practice where she works discussed the practice appointment system, telephones, patient suggestion box, and practice leaflet. 6. BA passed a Little Havens external training leaflet for bereavement loss and counseling courses to TP. 7. RR showed the group the new LMC\* non NHS services posters that will be displayed in the reception area. These posters highlight just a few areas where General Practitioner time is being wasted by patients as they are requesting appointments for non NHS services. BA Asked if the list of non NHS services could be added to the online appointments website. TP will check the online booking website to see if this is possible. JJ suggested that the price list for non NHS services could be added to the practice leaflet. KS asked the group if they would be happy to support the surgery to raise awareness regarding this issue. Everyone agreed. 8. NC happy that the issue he raised regarding patients being unable to register has now been resolved as the surgery has now re opened their list. TP stated that the list is now open and patients are welcome to register, however, the practice will be keeping a close eye on registrations to make sure the practice population is kept at a safe and manageable level. 9. JW mentioned that whenever she calls the surgery, the reception staff are very polite but they do not mention who they are when answering the telephone. TP advised that all staff should be saying who they are when answering the telephone and will raise this issue with staff at the next staff meeting. 10. JW raised an issue regarding patients not being informed when a medication is changed. JW asked if patients should be informed. TP confirms that if a patient’s medication has been changed by the GP, the patient should either be informed in person or by letter. TP advised that patients should contact the prescription clerk with medication queries.   JJ asks if there is a designated prescription clerk for the surgery. TP confirmed that the surgery does have a prescription clerk and she can be reached by calling the surgery and pressing option 2 when prompted. Should the prescription clerk be away from her station, patients are welcome to leave a voicemail and this would be returned as soon as possible.   1. NC enquired; if a patient is going on holiday can they have their repeat medication early. TP advised that as long as it is stated on the request slip the reason for requesting the medication early the GP will be able to issue. 2. KS asked if the practice has a policy regarding the new prescribing guidelines mentioned in today’s news RR comments that at present we do not have a prescribing policy for these new guidelines and the surgery will be discussing this with the local CCG\* 3. RR asks the group to consider the possibility of getting involved in helping the practice to inform patients regarding Paracetamol no longer being available on the NHS. KS agrees this is an area that the group could be involved in. 4. KS asks if the surgery offer a minor surgery service, phlebotomy service etc. and is this service available to the patients. TP informs that there is a list of all the services we offer on the practice leaflet and website. 5. JW asked if patient did not attend an appointment could we charge a small fee as a deterrent. TP informs that we are no allowed to charge patients if they do not attend for their appointments. The practice does have a policy in place that is a patient does not attend 3 times in 12 months then they are removed from the practice list. 6. JW asked if the building has a defibrillator on site. RR confirmed that the surgery has its own defibrillator and oxygen on the premises and these are checked daily.   MEETING ENDED 19:40pm | TP |
| **Date of next meeting Tuesday 16th May 2017 at 6.30pm** |  |

\*

LMC- Local Medical Committee

CCG- Clinical Commissioning Group

PPG- Patient Participation Group

FFT – Friends and Family Test