**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 7 March 2017, 2.00pm**

**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Judith Davies

Pat Riley

Margaret Adams

Lovemore Kamuzingeni

**In attendance:**

Amandeep Gahunia

1. **Clinical Pharmacist**

Amandeep (Aman) introduced himself to the PPG as the new Clinical Pharmacist at the practice. He explained that his post was a new role, part of a 3 year NHS England national pilot scheme to introduce pharmacists into more practices, to help support the work of the GPs and the clinical team. He explained that he was working half-time at Wellbrook and half-time at Ashbourne Medical Centre, so was here on Tuesdays, Thursday mornings and Fridays. His background was in community pharmacy and the prison service, so working in primary care was a new area of work for him. He explained he was undertaking his Independent Prescriber training at present.

Aman explained that he was currently dealing with prescription queries and some telephone medication reviews, though this would be extended soon to medical review appointments. He stated that he would be involved in audits of prescribing, looking at the effect and benefits of any changes, e.g. antibiotic prescribing.

IB enquired whether cost savings was a key element of his work. Aman explained that although cost was a factor, this was not the primary focus; his role was more about supporting the GPs in their workload, ensuring good prescribing practices and also that patients receive appropriate advice, input and review.

CJ explained that the role would be developed over time and would be a great resource both to support the GPs and the patients, who could potentially access Aman directly in the future. The PPG were supportive of this additional service for patients.

1. **Minutes of the last meeting**

The minutes of the last meeting held on 29 November 2016 were agreed as a correct record.

1. **Matters arising**

**Action**

**CJ/PPG**

**CJ**

**CJ**

**CJ**

**PPG**

**CJ**

**CJ**

Timing of telephone consultations – CJ stated that no text messages were being sent out to patients for telephone appointments, unless this was an oversight and/or generated following an appointment change. The PPG remained unhappy that the practice could not specify a more accurate time window for telephone call backs which CJ explained the GPs felt unable to do at present due to differences in working practices and the demands of the day.

Adult Hearing loss services – we were now going ahead to organise this event with the date to be confirmed shortly. There would be an invitation to the Carers’ group and by the PPG to other local groups once the details had been confirmed.

Post meeting note: event organised for Tuesday 25th April at 1.30pm, with lunch provided. Practice to invite Carers; PPG to invite local groups.

Flu clinic update - CJ confirmed that uptake had been over 70% for all at risk groups which was good, especially as some patients were having the flu injection in local pharmacies.

Triage system changes – discussion took place on the changes to the triage system, with times limited to between 8am and 11.00am and 2.30pm – 4.30pm. The practice view was that this had helped but it was likely that further changes may need to be made; also to continue to try to re-educate and to manage inappropriate demand.

The PPG confirmed they were able to help with publicising any changes and passing information on, e.g. Pharmacy First. They felt they could have a stand in the waiting room, take information to local libraries/groups, etc.

The PPG were keen to be informed of any potential future changes and to feedback comments to the practice.

GP video - CJ confirmed the video reflecting the pressures of work in general practice had been added to the practice website and Facebook.

PPG membership: CJ to clarify ideas for a PPG survey/information to discuss with patients to arrange in due course.

PPG name badges – CJ confirmed that a new supply had been ordered and received.

Patient Partner system - CJ to look into the content of the phone message under the new as PPG members found it repeated unnecessarily.

1. **Practice Update**

Staffing update

* Dr Murray Wilson had joined the practice on 1st January as a new GP Partner
* Dr Wheatcroft had now left the practice to pursue other interests.
* Dr Gemma Lewis had joined us on 27 February as a new salaried GP, working 6 sessions per week, therefore covering Dr Wheatcroft’s sessions.
* Dr Carson was currently off on long term sick leave; we were utilising locum cover where available to cover her absence, including Dr Shah, Dr Raj and a new locum (to us), Dr Chris Wright.

**Action**

**PPG**

**CJ**

**CJ**

**CJ**

**AB**

* We are in the process of recruiting a new Practice Nurse.

Post meeting note: Danielle Barron has joined us as a new Practice Nurse, starting on 3rd April.

1. **PPG self-assessment**

The group discussed the self-assessment process. CJ explained she had been surprised by some of the responses, but understood that the paperwork was quite complex and it was difficult to complete due to the criteria specified at each level.

1. **The PPG organisation/meetings**

Arising from the discussions relating to the above, the group discussed the organisation and meeting format. CJ explained that she found it difficult to chair, lead the meeting, present most of the content, take minutes and undertake most of the actions associated with the PPG. She felt that as a patient group it would be helpful if the individual group members might take more of an active role in the leadership and organisation of the group. She understood that not all members would feel comfortable in doing so.

Following discussion it was agreed that at the next meeting the PPG members would meet without CJ present for the first part of the meeting to discuss this further and then CJ would join when requested. The group asked that one of the doctors attend if possible, as this was valued and had not happened for a while. CJ agreed to remind the GPs again.

1. **Any other business**

Blue screen on monitor in waiting room – IB asked if this could be sorted out, as did not look good. CJ to look into the problem.

Surgeries/clinics running late – IB asked if anything could be displayed on the new screen if this was the case; if it could be updated, and/or if the Reception staff could let patients who are waiting know. CJ explained that the PAs do aim to do this, but agreed to enquire about the screen.

The PPG also asked whether the screen could be used more for publicity/information to patients.

Changes to the Villager bus service – JD explained that she had found out that there were plans to combine the V1 and V2 bus services, which would mean changes to routes. Apparently there would no longer be a service around the estate at Etwall and she expressed concern that some patients could struggle to attend the surgery.

CJ agreed this was a detrimental change, but explained that unfortunately there was nothing that the practice could do specifically. She explained that there was access to the Social Car scheme for those patients who could not walk to the bus route or easily access public transport services. Information on this scheme was often published in the Newsletter (this could be repeated), on the website and was available from the practice.

**Action**

**CJ**

**CJ**

**AB**

Practice booklet/leaflet – AB commented that she has recently picked one up from Reception and even as a long established patient found it really useful and informative, although a few updates were required due to recent changes. CJ to look into. She thought many patients would find this useful. CJ to check this was available on our website.

**7. Date and time of next meeting**

Tuesday 11 April 2017, 1.30pm. CJ to attend later in the meeting when requested.

CJ/PPG/Meetings/PPG/2017/Meetings/07.03.17/04.04.17.docx