

MINUTES OF THE PPG AGM MEETING HELD ON 25th February 2017

Members Present: Pam, George, Beryl, David, Naina, **Beverley**, Tracy, Karen.

Apologies: Shani, Catherine, Dildar

ITEM	DETAILS	ACTION BY
<p>4. Matters arising from last AGM</p>	<ul style="list-style-type: none"> • Minutes of last meeting agreed. • Actions from Karen Met with the suppliers of the telephone network. They acknowledged that there is an issue with the phone system and are looking into it. They will provide Karen with a report on number of calls answered and the amount abandoned on a weekly basis going forward. Karen will report the findings back to the PPG. 	
<p>5. Agenda Items</p>	<p>a) Update from Karen</p> <ul style="list-style-type: none"> • New Doctor Dr Mehjabeen has now started along with 2 new junior doctors. There are now 9 doctors within the practice. • Prescriptions There has been a number of inaccuracies with the medication patients require and what is being requested by pharmacies. I.E. New medicines are missed off their repeat prescription forms and old medicines kept on. One Chemist sent across a request for 2 different antibiotics for one patient. Proposed New System Patients will be able to request their repeat prescriptions electronically online. We know that not 100% of all patients will use this system and it will not be perfect but it will eliminate some of the mistakes made by pharmacists and the long queues at reception. Currently doctors are spending at least an hour or more dealing with prescription queries. Naina outlined that on the online form comments for medication which the patient fills in was not often read by the doctor or actioned. Karen stated when they come through the system, the doctors need to look closely at the notes and add the requests into the system. She also said that it is easier to view acute medication on line now. You will have to put a message in the comments to order but you will be able to see them on your records and that a lot of issues can be eliminated if patients order their own prescriptions online. Avril queried why extra medicines are not merged together with existing medication. Karen stated that some medications are not for repeating and some the Dr's want to monitor more closely therefore they are kept as acute. Karen acknowledged that they need to tidy up the process to make it easier for the patient to order their medicines online and said that it is something that the surgery will do. • GP Resilience Programme A meeting to be held before the end of March 2017 with surgery staff. GPs and PPG. Funding will be allocated to the surgery to undertake a self-assessment exercise in terms of resilience and sustainability. We will need to choose from a list of 10 different areas which one we would like to concentrate on tackling and will have the most impact for patients. 	<p>Naina/Karen</p>

We can decide amongst us what we would like to do at a meeting which Karen will arrange with all the parties above. She stressed that if possible it would be good if as many PPG members could attend as our comments would be valued. Meeting date to be arranged.

Tracy asked if we could choose more than one option. Karen stated that there is only one set of funding and by choosing more than one area it would dilute what we want to do.

b) **Fit for Fun**

Attendance was poor, only 3 participants attending. Naina said that she call all the patients on the list to increase the numbers. Tracy said that they will look at the attendance over the next couple of weeks and take a view whether to continue.

c) **Feedback from Catherine**

Not much to report. 2 new things

1. Patients are asking why when they have received a letter naming a designated doctor for them, they can never get an appointment with the named GP. They therefore do not see the point in doing this.

Karen stated that patients need to have a named GP. The surgery's named GPs are Dr Clark & Dr Sood. There are 14 thousand patients therefore Drs Clark & Sood delegate other GPs to see the patients.

2. Several patients have stated that they feel that there are too many patients on the practice list as they see this as a reason for the long wait for routine appointments.

Karen stated that we meet the CCG targets of appointments to be offered for our list size.

3. Every week, the issues of not being able to get through on the phone and not being able to make routine appointments comes up!

Karen will bring the report as mentioned above to the next meeting.

Emergency Appointments – Nurse can only deal with 1 issue at a time. Patients did not realise it was an emergency appointment.

When calling to make appointments you can be put on hold for a long time and then the phone cuts off and you have to ring up and start again. Karen said she will look into this.

d) **Suggestion Box**

Nothing in the box.

Dates for PEF & Local Engagement Group

The chair for the Seven Kings LEG is Howard Melvin Clark. Naina has been in contact with him. Meetings are held bi-monthly. The next LEG meeting is on 1st March 2017 where Shani will attend. Naina said that she only found out about the meeting on 24th February 2017. Naina asked all if there was anything we would like to bring up. There were no comments made.

PEF meetings are usually on Tuesdays and Naina said that she is able to attend.

Both Karen and Naina were sent the same form regarding information about the PPG and they will complete it together. The completed form needs to be sent back by 28th February 2017.

Agenda item as a result of Action Plan for 2017/18, we were asked whether we had one. Also how can CCG help our practice

Naina

Karen

Karen

Naina/Karen

	<p>& CCG? Karen said she will ask how they can engage our PPG to set up virtual groups.</p> <p>e) Newsletter Pam stated that she would help Shani format the newsletter. Shani to contact Pam to discuss and format newsletter and send to Karen for feedback. Tracy suggested Fit for Fun to be included in the newsletter.</p> <p>f) Noticeboard Naina noticed that our noticeboard was a real mess. David said that he was looking after it. Naina asked for items with dates which have passed to be removed as soon as possible so that the board can look refreshed. David agreed to refresh on a weekly basis on Mondays.</p> <p>g) Room for PPG Material Karen advised that room has now been redecorated however floors are yet to be laid. The PPG material needs to be sorted out and get rid of old unused materials. Naina stated that Shani wanted to sort out materials. Avril and David have both offered to help Shani. Shani to contact Avril and David. Karen advised that the room cannot be sorted out before the new floor is fitted.</p> <p>h) Email address for 18-24 year olds There is no PPG email address at present. The 18-25 yrs. olds email addresses may be able to put back on to the system. Karen stated that until the PPG decide what they want to do with the email account she will not look into see if it can be reinstated.</p> <p>i) PPG Space on Surgery Website Edited version of PPG minutes can go on the website. Naina asked if they were edited do we all need to see them. Everyone agreed that Karen can look at minutes and decide what needs to be edited and will send the edited version to Naina for reference.</p> <p>j) Terms of Reference Shani wanted to lead on Terms of Reference and Information Pack. Avril agreed to assist putting information pack together. Naina will send Shani the best practice notes she has.</p> <p>k) Rubbish in Carpark Avril expressed concern about the volume of rubbish in the carparks. Karen to find out from Community how often the main carpark is cleaned. She will also investigate who owns the other carpark. Naina to write to Newbury Park Primary School re rubbish parents and children using carparks as rubbish dumps.</p> <p>l) A.O.B None</p>	<p>Shani/Pam</p> <p>David</p> <p>Shani/Avril/David</p> <p>Karen/Naina</p> <p>Naina/Shani</p> <p>Karen</p> <p>Naina</p>
<p>6. Future Plans</p>	<ul style="list-style-type: none"> • Promote awareness of PPG and get more patients to join group. • Self Help Groups – try and start up for bereavement, mental health etc. • Revise communications & contact meetings with GP’s of surgery 	
<p>Meeting Closed</p>		