PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 26th September 2019**

Present:

Staff: Angela Allenby

Patients: Chairman BJE, JE, JB, JC, BB

Chairman BJE opened the meeting

Apologies: Dr Rajkumar, Dr George, Dr Samad, SL, AB, SB, HS

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Practice Report:**

Staffing Changes

Denise started on 5th August for 2 days per week and is settling in well.

Dr Rajkumar is retiring on 31st October 2019 – a notice will be put up at the start of October. He was hoping to attend the meeting today but is actually now on annual leave. He apologises for not being able to attend and Angela read out a message from Dr Rajkumar:

*Apologies for not being able to attend today.*

*I would like to thank you for all your support over the years especially during the surgery extension/building work. Thanks for PPG feedback which has been valuable in the day to day running of the surgery and our progression.*

*I very much appreciate all you have done; it has been a pleasure to work with you all and I have enjoyed very much our meetings. I hope that you will continue to support the new regime as you have been doing over the last few years.*

*I wish you all well and good health.*

*Dr Rajkumar*

The practice will then run as a two-handed GP practice with Dr Uwechue as a regular locum session on a Friday morning from November 19. Dr Raj’s patients will be transferred between Dr George and Dr Samad as their registered GP however patients are able to see whichever GP they prefer as they do at the moment. Nurse Clare will be taking over Dr Raj’s early morning therefore there will be some nurse appointments available from 7.15 – 8am which will improve nurse access for patients who work during the day and there still will be the early GP appointments on two days.

Extended Access will still run on a Wednesday evening 6.30pm – 8pm which is for N Lincs therefore patients from other surgeries can be seen. Also our patients can attend other surgeries across N Lincs on other evenings or weekends.

Prescription Telephone Line

Taking prescription requests over the telephone ceased on 1st August 2019 and has worked very well so far with no major issues; this has increased the uptake of online applications – practice now on 23% and forms are coming in daily.

Patient Satisfaction Survey 2019

Results of survery available to the PPG members to view along with comments – again majority of responses in the Excellent, Very Good and Good with no major issues in the comments. They are available for viewing on the surgery website.

Dementia/Polypharmacy

Rina our Phlebotomist/HCA role is our Dementia Champion and is actively contacting the over 75’s to see if they are experiencing any memory problems; if patients answer yes and they consent then they are being booked in for dementia bloods and then where appropriate given a GP appointment/Over 75 check to have dementia assessment/referral to Memory Clinic.

The practice is also auditing Polypharmacy i.e. patients who are prescribed 10 or more repeat items to see whether they need a medication review or if they are still requesting all their repeats.

**PPG Forum:**

Minutes from the Forum had been forwarded to all PPG members via email.

BJE attended the meeting on 3rd July 2019 – Main topics were CCG update and Research Ambassadors – BJE had nothing to report – all info has been forwarded via email.

BJE attended the Long Term Plan Stakeholder Engagement event held Thursday 29th August 2019, at The Baths Hall in Scunthorpe regarding PCN development, patient care and funding - all info has been forwarded to PPG members via email.

**FFT Comments**

Angela circulated the FFT comments for the last quarter which was again really positive in the main with no major issues.

**Any other business**

* BJE asked about an automatic check-in system. Angela confirmed that the practice has looked into this in the past and it is very expensive however as a small practice the reception staff find if very useful to have the opportunity to be able to speak to patients to remind them of upcoming healthchecks etc. and/or book appointments etc. fact to face and did not want to lose this facility.
* BJE mentioned the chair in the treatment room had tipped back – Angela said she would look into this and change as appropriate.
* JC has been asked to raise an issue from Lloyds Chemist on Marsden Drive regarding ordering of medication and some items not being available as not ready for issue however the chemist has informed JC that this issue has rectified itself.
* BB gave apologies for December meeting.

No other business – meeting closed.

**Next meeting will be held on Thursday 12th December 2019 at 12.30pm**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**