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Patient Participation Group – 21 February 2017 at 17:00

Minutes of meeting

Attendees

Karen Taylor, Practice Manager and Chair

9 patient representatives

Dr Jason Jones

1. Minutes of last meeting and matters arising

- Healthy lifestyle service
 - Group updated that we had sponsorship for a second TV screen within the waiting room to advertise the healthy lifestyle service more effectively
 - The collaboration is in the process of organising a comprehensive leaflet covering all healthy lifestyle services provide by both the surgery and other organisations
 - Volunteers were sought to try and set up a walking group. A number of issues were identified including how we would manage the range of abilities, whether transport was required and aspects of liability. The group as a whole felt that due to these complications it was better for any groups to be set up more officially.

- Collaborative PRG meeting – the next meeting will take place at Gibson Lane on 7 March 2017 at 6.00pm

- Saturday service – the group agreed that the availability of acute appointments with a GP on a Saturday morning was good.

2. Patient Survey

The group was updated on the patient survey. This was due to have run during January but will now take place during the first week of March. The results will be ready to review at the next PPG meeting

3. Staff update

The group were updated on new staff

Sarah has been appointed as a Practice Nurse

Lisa our phlebotomist is now training to be a Healthcare Assistant

4. Building development

The practice is still waiting to hear if we have the go ahead for the building extension

5. New patient checks

Input was requested from the group on what they felt should be covered in a new patient check

- Carers details – if applicable
- Next of kin / family details, especially if vulnerable
- Confidentiality and sharing records eg we need their consent to discuss with a carer etc
- ? blood test – mini health check
- Advertise the PPG

6. Pharmacy First

The group was updated on the pharmacy first scheme and how it could be used effectively to free up GP appointments by patients utilising the pharmacy for minor ailments.

We have been advised that Boots will be taking part in the scheme but as yet it is not up and running

- It was generally agreed that it was appropriate for GP's to advise patients during a consultation if it was felt that it could have been dealt with by the pharmacy first scheme and provide details
- A discussion took place as to whether receptionists should be asking patients the reason for seeing a GP so that effective sign posting could take place. The opinions were mixed. Issues raised included
 - Confidentiality
 - Privacy if booking at the counter
 - Receptionist would require training and clear flowcharts to follow

7. Suggestions for future speakers

- Dementia
- Mental Health / IAPT

8. Suggestion box – no suggestions

9. Date and time of next meeting

Tuesday 23 May 2017 at 17:00