

Patient Participation Group Meeting
Tuesday 13th March 2018

Present

QS, DW, PL, GM, JS, MD, TW, PT, FB.

Apologies – AR, JB, JM, TB, KB, SF

DW thanked everyone for attending and offered coffee and biscuits.

1. Last meeting minutes read and agreed.
2. Update on the boundary issue - We have heard nothing else from NHS England and have not had any apology from J Whittingham regarding her DNA at the last meeting.
We are carrying on as usual until we hear anything more about the boundaries. The federation are considering taking over the nursing homes and this may ease the situation in practice.
3. Chemist – DW asked if the patient are still having issues with the chemist? PL said that he went last week and was given his px within minutes. F Barlow says that she has changed to stoke, G Mycock and M Dunn have changed to Werrington pharmacy. DW stated that things will not change until patients change chemists. Things are getting better from the surgery perspective as well.
4. SCGPT survey – TW asked for a copy to be emailed to him (DW) to send. DW advised that we have a 7% DNA rate and the average is 1% so we are looking into ways of informing the patients either as a percentage or putting up the number of DNA in the reception area. Text messaging which we are currently using. The surgery is going to add it to the website and the face book page for patients to view.
5. FFT - DW read out the comments for Jan and Feb 2018 and all patients agreed. PL suggested that there should be some bad reviews added to be fair. DW stated that if we get any we do put them in but it is not very often.
6. Waste medicine campaign – DW showed the group the letter from medicines management and posters. She explained that they are looking for a champion from the PPG to work with them for the practice. After a discussion no one was interested in joining. A discussion took place regarding waste medication and how we can help cut it down. F Barlow asked why the same tablets often come in different colours and packaging. DW explained that the chemist can buy the tablets in from a few different suppliers and they all are different.
7. Speaker - Danny Flynn from YMCA and speakers from the homeless charity were due to come in to talk about homelessness in our area and we were going to present YMCA with a cheque for £100 proceeds from the xmas raffle. Unfortunately neither person turned up.
8. DW asked if there was anyone else the group would like to hear from. GM asked if the dementia speaker Will could come again.

Next mtg TBA