

Minutes of Drayton and Wootton Street PPG 19/7/18 14.00 - 16.10

Present:

Mary Ramsay (Chair), GK, SA, MV, LI;
[Sandra Jordan & Dr Mark Swindells attended from 15.00].
Apologies from AP, Fr A. [None received from LM].

The minutes of the previous meeting on May 24th were accepted as accurate.

Matters arising:

Further updates to action points of March minutes were noted:

- Mary advised that the two prospective new members to PPG had not been forthcoming.
- Confidentiality slips had been received from all members present (but others still outstanding).
- The Newsletter is still in progress
- An Email to all patients with known email addresses to ask if they will join the Patient Feedback Group: in hand but not completed.

Actions on Agenda items from May 24th;

GK still awaiting meeting with Sandra re. update to Practice web site due to time constraints. Arranged to meet in the coming weeks

Proposed Survey:

GK presented a draft questionnaire following discussions at the last meeting, and further discussion followed. It was decided to keep it simple for now, and not to have a free text box (but numerical responses will be used to inform the next questionnaire). The name of the relevant surgery will also be added.

The Practice will probably use Survey Monkey to collate responses on-line, plus have additional paper copies at reception. GK agreed to liaise with Sandra about implementation of the survey.

Way forward

Mary reported that AP and GK had been discussing the impact of the PPG for patients at the Practice. Objective (b) from our Terms of Reference was working quite well (GK had regular meetings with Sandra to discuss improvements to the on-line booking service and the web site, as well as problems at Wootton St). However, Objective (a) to “act as a consultative group for proposed changes to the practice” was not really happening.

Dr SwIndells suggested that one such matter that would benefit from consultation was whether to continue the practice of giving the less common travel vaccinations that were not free on the NHS (even if the patient paid for the vaccine). After much discussion, the

overall view of those present was that this practice should be discontinued, as other providers were available, and it was taking valuable time away from regular appointment slots.

The provision of flu vaccinations towards the end of September was still likely, but we were dependent on the supplier.

It was also noted that patients had encountered excessive delays in obtaining prescription medication from a local Pharmacy, which seemed to be undergoing major staffing changes. It was noted that there are a variety of alternative pharmacies in the area, which some patients might find preferable.

Practice Feedback

Sandra provided a written report (Appendix I), including:

- some statistical data on our 18620 patient base
- the current membership of our Patient Feedback Group (29 in total)
- a new out-of-hours hub in Lake Rd for extended access to a local GP
- progress on the patient information screen at Drayton
- On-line access for patients to their full medical records is now permitted.
- Latest staffing changes

Sandra agreed that Mary could liaise with Muriel (her deputy) directly to reduce Sandra's workload. **Action 1** Sandra.

Mary will liaise with surgery about input of PPG matters onto the TV screen. **Action 2** Mary

SA requested a presentation from one of the GPs at our next meeting on proposed national changes to the list of medications and interventions which will be allowed on the NHS. Mary will put this item on the next agenda for SA to lead on. **Action 3** Mary

Next Meetings:

27th September @ 7pm

22nd November @ 2pm

The meeting closed at 16.10