**City Way Medical Practice**

**Minutes of the Patient Participation Group Annual General Meeting held on Monday, 16th July 2018**

**PRESENT:**

|  |  |
| --- | --- |
| **Elizabeth Turpin** | **Ian Noble** |
| **Graham Trice** | **Pam Jordan** |
| **Jean Wahanchuk** | **Carol Austen** |
| **Jennie Sehra** | **Linda Brailsford** |
| **Eric Dadd** | **Mark Goldsmith** |
| **Vernon Hull** |  |
|  |  |

**STAFF PRESENT:**

**Dr Tim Colbert**

**Kelly Temple**

**Dr Ali Ali**

|  |  |
| --- | --- |
|  | **ACTION** |
| 1. **Welcome & Introductions**

Graham Trice chaired and welcomed everyone to this meeting of the committee members of the PPG.1. **Apologies for Absence**

Received from Chandra Tiwari.1. **Approval of Minutes of the meeting held on 23rd April 2018**

 Minutes accepted. 1. **Matters arising and outstanding from previous meeting.**
* Difference of date as report in previous minutes, date put back a week to allow Dr C to attend.
* Item 6 – PPG statement now on website.
* Data protection statement has been provided by KT. GMT and ET now need to personalise it for PPG before handing out at the next meeting.
* ED raised again about fresh air in the waiting room. KT/Dr C advised there was air conditioning in use however he stated this was not the same thing and that fresh air should be supplied.
* GMT to continue monitoring the posters in the waiting room to ensure they remain up to date. KT advised that posters now also get electronically uploaded onto the screen in the waiting room.
1. **Chairman’s Report**
* CCG meeting Wednesday 18th July. GMT unable to attend. ET also unable. Workshop at The Avenue Tennis Club – improving access to GP services. No committee member volunteered to go – GMT will ask for feedback from CCG.
* CCG sent the practice a questionnaire. GMT gave support in filling this in. Some questions unable to answer as we do not hold this information on PPG members.
* A patient previously asked GMT if they could access their test results online. KT advised this is something later they plan to do. The Partners need to discuss this as it can cause more upset/confusion if patients see results they do no understand. KT wants the appointment system online sorted out first. Dr C advised they will re-discuss when they feel appropriate to implement and have necessary support in place.
1. **News update and items from Practice Manager and GP**
* KT reported car park issues. They cannot leave the car park unlocked due to traveller issues, and staff are having to wait for cars to leave before they can lock up in the evening. They want to bring in a company that use number plate recognition technology. There is flexibility so if patient gets a ticket it can be overridden.
* Discussions over pros and cons of this. Concerns were raised and many would prefer to have signs to say “patient parking only and enforcement will be implemented.”
* Active signposting has started by receptionists. It has been a struggle to get receptionists to ask.
* Minor illness clinic pilot is still running but not fully accessed by patients, as they haven’t met the criteria.
* Self-referral – Medway CCG have a poster – ET to request these.
* Dr C has applied to extend the premises. Lift to be installed. 4 new consulting rooms upstairs. Drawings have been completed and submitted to CCG. Quotes need requesting.
* Dr C asked if we have been talking to patients. Last questionnaire request have been completed – ET to check they have been emailed to the practice.
* KT would like suggestions from patients.
1. **Any other business**
* Patient asked if any update on how doctors appointments can be split early/late. KT has had training now and is looking to do this very soon.
* Patient online access was raised. It is not working too well at the moment. There are occasions when it is not possible to order prescriptions. KT to liaise with GMT. Dr C suggests they write a guide on how to use it with the helpline number as is an external company.
* Out of date medication dispensed by a local pharmacy was raised. However this is not an issue for the practice and patient was advised to take it up with the pharmacist and raise with CCG if necessary.
* Review dates on prescriptions are out of sync with number of prescriptions allowed.
* JS asked if meetings could be done in a webinar format for those unable to get out and to also encourage younger patients. Dr C agreed to look into this.
* GMT asked ET to email committee members to come and complete questionnaires with patients.
1. **Date of next meeting**
* The next meeting of the committee is on Monday 24th September @ 6:30pm
 |  |

Signed by Chairman …………………………………….. Date ……………………………