**City Way Medical Practice**

**Minutes of the Patient Participation Group Committee Meeting held on Monday, 25th September 2017**

**COMMITTEE MEMBERS PRESENT:**

|  |  |  |
| --- | --- | --- |
| **Elizabeth Turpin** | |  |
| **Maggie Sharp** | |  |
| **Linda Brailsford** | |  |
| **Pam Jordan** |
|  | |  |
|  | |  |
|  | |  |

**STAFF PRESENT:**

**Dr Tim Colbert**

**Kelly Temple**

|  |  |
| --- | --- |
|  | **ACTION** |
| 1. **Welcome**  * Elizabeth Turpin chaired and welcomed everyone to this meeting of the committee members of the PPG. It was noted that attendance to the last couple of meetings had dropped. We discussed advertising for patients to join via the website and also advertising on the TV that is in the waiting room. Also ET to ask existing committee members if they still wish to remain on the committee.  1. **Apologies**  * Received from Graham Trice, Jean Wahanchuk and Carol Austen   **3. Approval of the minutes**   * Minutes of the last meeting held on Tuesday 25th July where approved by the committee.  1. **Matters arising and outstanding from previous meeting**  * KT advised that she has ordered a barrier for reception for patients to wait behind and hopes this will be in place this week. Patients will be asked to queue from the opposite side of reception that the due currently and it is hoped this will make the reception area more private for patients. * Discussions about having to take on new patients when already full. Dr C and KT advised of the pressures they are under to take on patients as other practices are closing. * KT advised that the minor ailments clinic is now open but only on part-time hours. Receptionists have been able to sign post some patients there (Rochester Healthy Living Centre). Unable to promote this service at the moment as only just started and not working full time due to struggles to recruit staff. Appointments are booked via the surgery rather than patients requesting for these appointments. * KT advised that the booking in screen is still not working and should therefore be removed. * ET apologised that she had been unable to undertake and patient surveys since the last meeting due to it being school holidays but will try to do some before December meeting.  1. **Flu jabs**  * LB wanted to discuss as her husband had received 4 text messages. When she went to book, only availability was 30th September, which he was not available for. Then told no other appointments available. KT advised that new dates are going to be added. Can also be done at the pharmacist – on nhs if of a certain age.  1. **Online prescription requests.**  * MS wanted to discuss as she went to collect prescription after 72 hours but was not ready as had not been signed. Dr C advised it can be changed to a system where it is ordered electronically by pharmacist and then doesn’t need signing. Also discussed that on the prescription it states that medication needs reviewing but this is out of date Staff not necessarily updating it when they should have. Some reviewed by nurses but some need reviewing by GP.  1. **News update an items from Practice Manager and GP.**  * New partner now started. * 3 new part-time staff, reception and admin. * Some more renovations have been ongoing.  1. **Any other business**  * Discussions on patients having prescriptions for minor items such as paracetamol etc, when could be buying them over the counter at a small cost. * Discussed that GP will ask to see you again in 2 weeks but when you go to the reception you are told there aren’t any appointments available. Dr C said to ask the GP to book the appointment there and then for you as they have the access to do it and will be able to find appointments. Dr C will make GP’s aware of this problem so that they know to book appointments themselves.  1. **Date of Next Meeting**  * Monday 11th December 6:30pm |  |

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