

Patient Participation Group Meeting (PPG)

Minutes

Meeting held on Thursday 19 June 2014

In attendance:

Mitesh Bhalla, Manager. Droitwich Pharmacy.

PPG Members, –, Frank Saunders (FS)- Chair, Margaret Webby (MW) – Secretary - Minute Taker, Judy Balls (JB). Peter Barnes (PB). Teresa Harrison (TH). John Terry (JT)

Spa Medical Practice. - Lynette Taplin (LT). Operations Manager.

Apologies: John Egan (JE) . Simon Collett (SC),.Paul Crawford (PC), Peter Pinfield (PP), Ronald Reed (RR), Joy Smith (JS) – Business Manager.

Item	Discussion point	Action
1.	<p>Members had invited Mitesh Bhalla to attend the meeting to hear feedback about the pharmacy service.</p> <p>Various issues were raised;</p> <ul style="list-style-type: none">• A medication not being stocked when regularly prescribed for a patient, he advised member to contact him directly about this.• Patients needing to wait for prescription to be filled when they have allowed the required time for collection, i.e. 2 working days.• Excessive waiting time for a prescription to be filled after seeing GP, at time when pharmacy empty of other customers. Pharmacist present filling prescriptions but waited 20 minutes for 1 item.• Waiting times in pharmacy, with no clear queuing system for those handing in prescriptions and those collecting.• A discussion took place about electronic repeat prescriptions.• It was agreed that members should send MW their concerns and suggestions to be forwarded to Mitesh.•	ALL/MW
2.	The minutes from the previous meeting were read and agreed.	ALL

3	<p>Matters arising from the previous meeting.</p> <p>Flu Clinic. Anne Maxwell joined the meeting to discuss arrangements for this year's flu clinic. 2 days so far. Saturdays 18 October and 11 November 9:00 to 11:30. These will need 2 PPG members to be present at each. 4 other days will be arranged. MW will advise members of all these so they can sign up to rotas. Anne is planning to hold health promotions at each of these clinics.</p> <p>Sight Awareness Event. Feedback from Mel Smith, Sight Concern about the evening event has been received; this was quite a lengthy report on suggestions for improving the waiting room for patients with sight problems. LT will forward the Partners for their consideration.</p> <p>The Newsletter. TH advised this is partly done and circulated the draft, she waiting to add PPG promotion input provided by JE. It was suggested to add advice re electronic prescribing and online access to Appointments.</p> <p>Resuscitation Train: LT had offered 2 days, 3 members have shown an interest in attending the October date. AM would prefer these members attend on the September date. MW will liaise with FS and JE. And advise LT.</p>	<p>AM/MW</p> <p>LT</p> <p>TH/LT</p> <p>MW/FS/JE</p>
4.	<p>Practice changes needing clarification and Enhanced Care-data sharing between locality practices.</p> <p>It was agreed these 2 items be postponed to next meeting.</p>	
5	<p>Patient and Stakeholder meeting.</p> <p>MW gave an outline of discussion from last PSAG meeting and advised the complaints procedure for SWCCG will be dealt with in-house as from August 1, this is currently provided by Arden Care.</p>	
6	<p>New telephone system.</p> <p>LT would like any concerns about this forwarded to her.</p>	
7	<p>Worcestershire Carers Event,</p> <p>This took place on the morning of June 10, FS/MW attended and the response from patients and relatives waiting for appointments had been very positive. Chrissie Harris, GP Carer Support Advisor from Worcestershire Carers saw several patients in a private room provided by the Surgery and others took leaflets home to complete.</p>	

8	<p>Any other business:</p> <p>LT advised the X-ray facility in the building is moving to Droitwich Private Hospital and Spire Joint Clinic. It was agreed that FS would write to the relevant persons to express concerns about the loss of this facility for patients.</p> <p>PB suggested that written communication to patients from the Surgery should be signed and not just with a typed title i.e. Receptionist. LT will address this.</p> <p>FS reminded members that Enza Smith; Kinship Carers will be attending the next meeting.</p>	<p>FS</p> <p>LT</p>
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Next meeting will be held on 17 July 2014 at 5:30pm.

Speaker: Enza Smith, Kinship Carers.