

PATIENT PARTICIPATION GROUP MEETING

1 October 2018

Present: Dr Macnaughton-Jones, Dr Kent, Lucy, Aylsa, Wendy, John

Apologies: Audrey, Tim and Michael

1. Minutes of last meeting were read by Lucy, and confirmed to be correct by others.
2. Lucy informed members of staff changes with Gwenda retiring and Lucy taking over as PM, and Helen joining the Reception team. Alison gave the group some background on Dr Poz who has joined the Surgery, for one session a month.
3. The Facebook page was discussed and the success of getting messages to patients using social media. It was suggested by members to text patients to promote the page for greater impact.
4. Lucy informed the group of the success of the Cancer Champions course that Angela and Lucy have been attending to promote types of cancer screening. The notice board in waiting area is update monthly to follow the annual programme with Cancer Research UK.
5. Alison updated the group about eConsult, a new service financed by the CCG. It provides an online portal where patients can self-check their symptoms, giving patients access to round-the-clock support and alternative treatment providers. It enables patients to have GP consultations at a time that suits them, and the surgery will reply within 48 hours.
6. The new Flu campaign was discussed, following the success of booked appointments last year they surgery has taken that approach again this year. With a walk in service available on Sat 20 October. Member's feedback the usefulness of the text service to promote the Flu Campaign.
7. Alison informed the group that we had been worked on updating the website and that this would be ongoing.
8. The group discussed the new format for prescribing over the counter medicines. The NHS wants to encourage that patients to use pharmacies and buy medicines over the counter for short term, minor health concerns.
9. Alison discussed the success of the Monday Afternoon Walk In session that had been introduced to run alongside the usual booked GP clinics.
10. The members gave feedback on the new Signposting procedures that have been adopted by the Reception Team, when patients are contacting the surgery for appointments.
11. Alison informed the group of Charlotte, the new Clinical Pharmacist to be employed by the surgery on behalf of our WELP Hub. Charlotte will be starting on 5 November, working 6.5 hours a week here. Charlotte will be working with GPs and patients with discharge letter and medication reviews initially.
12. It was agreed that the next meeting would be in January 2019.