



PATIENT PARTICIPATION GROUP MEETING MINUTES

Meeting Date: Tuesday 25th April 2023 6pm.

Attendees:

Faith Woodcock
 Kirstie Hornsey
 Sophie Ferrier
 Sue Scorer
 ZS (Chair)
 JB
 MB
 HB
 KD (Vice Chair)
 RG
 WS

Apologies

DW
 JP
 LC
 YT
 JR

Meeting Minutes		
Item		Owner
1.	<p>Welcome and Introductions</p> <p>The meeting was opened by the Chair. Members reintroduced themselves as there were some new attendees and SF passed on apologies from members and staff unable to attend.</p>	
2.	<p>Actions from last meeting</p> <p>The What's App Group has been successfully set up between members.</p> <p>The Newsletter has been sent.</p> <p>QR codes for the website and newsletter</p>	
3.	<p>PPG Members Agenda Items</p>	
3.1	<p>Medical Stock Issue</p> <p>Discussion around supply of medication from the pharmacy. Practice explained that they are unable to see stock at individual pharmacies as they are not a dispensing practice with a pharmacy attached. Whilst we do receive Alerts, these are only for long term national shortages where it is recommended that alternative medicines are prescribed. In the event of medication being temporarily not available at a patient's chosen pharmacy, they should try alternative pharmacies or contact us to let us know what it is stock at the pharmacy so we can amend the prescription. Members discussed some good experiences they had with various pharmacies going above and beyond to help. The pharmacy next to the practice on Orchid Rise will be taken over from June and it is hopefully that stock levels there will improve.</p>	ZS

3.2	<p>PPG Week – 31.05.2023 – 06.06.2023</p> <p>PPG week will give the group a chance to allow community input for PPG. A possible open evening was discussed but it was agreed a good option would be for PPG members to be on site in reception area during this week during busy periods of the day in order to catch as many patients as possible and introduce them to the group. Perhaps a couple of hours AM and PM.</p>	KD
Action	<p>PPG members to agree a timetable for who will be on site on which days; FW to let PPG know which may be a busier time.</p>	PPG/FW
3.3	<p>WhatsApp Group</p> <p>Discussion on how best to use the group. Agreed it would be a good way to coordinate arrangements for PPG week. FW was happy to share info via email for those not in the Whatsapp Group but would need to be updated. WS would like to be included in the group and passed his number onto HB to included.</p>	HB
3.4	<p>Easy Read Newsletter</p> <p>An easy read news letter was discussed, but was decided it was not something we could easily produce. This is something the practice can look into in the future and could speak with the Learning Disability team for guidance.</p>	YT
	<p>ACTION – KD to send information re – read aloud letters and accessibility. Speak to LD team for advise</p>	
3.5	<p>Practice Update</p> <p>Automatic access to records has been turned on. If anyone encounters problems they can contact the practice and access will be assessed on an individual basis.</p> <p>Spring Covid boosters started for care homes, and over 75s last week. Limited stock so far so inviting people gradually (or booking in ad hoc as they ring in). New vaccine called Prevityn Not suitable for under 75s so have been waiting for a Pfizer delivery for the immunosuppressed patients under that age or people allergic to fish.</p> <p>Staff news:</p> <ul style="list-style-type: none"> • Dr Javaid is now a partner with the Practice • Sally is going on maternity leave end of July, going to be advertising for an ACP for a year. • Clinical pharmacist now increased hours to help with more admin work – discharge letters, medication queries etc 	

	<p>FW and KH attended PPG Awareness Training. A lot of the presentation was around setting up PPGs and the mechanics around that but some useful things in there, patients doing videos for website talking about certain health conditions, working more with the wider patient community to run groups, events etc.</p> <p>Looking to do another patient survey this year. We want to keep most of the questions the same so we can see a direct comparison, especially around phones and access, but happy for suggestions of things people would like to see in there. It will be going out in summer. A suggestion around the awareness of the PPG was suggested as an additional question which will be added.</p>	
AOB	None	