

Minutes of the Patient Participation Group (PPG) meeting held 16th May 2017 at Chiltern House Medical Centre at 6.15pm.

Attendees.

Neil Vickery	-	Chairman
Pilar Garcia	-	Practice Partner
Zeehan Raja	-	Practice manager
Gina Marshall	-	Receptionist
Jade Woodley	-	PPG
Ted Chouleston	-	PPG
Linda Meatyard	-	PPG secretary
Elaine Sherwood	-	PPG
Stephen Williams	-	PPG
Kristina Siarey	-	PPG
Arog Hibbart	-	PPG
Jennifer Jennings	-	PPG
Rogan Shah	-	Lansdales chemist group
Kal Khaliq	-	Lansdales chemist group

Apologies For absence - Rose Brown, Robert Flahey, Marija Antonic

Notes from Last Meeting

Notes from last meeting held on 25th April 2017 were approved.

Welcome

Meeting started with all participants being welcomed by the Chairman.

Neil then opened the meeting with the comment that he had been in Fox's chemist in Holmer Green recently and two patients were commenting on the time it took to get a prescription from the Dragon Cottage surgery. After Neil had discussions with the Manager of Fox's as to how the prescription procedure could be improved, it was suggested that the Managing Director and Area Manager from Lansdale's Chemist that own Fox's Pharmacy were invited to attend the PPG meeting. The primary purpose for attending was to explain the services that they currently offer other surgeries, and if adopted by the practice could potentially improve overall efficiency in processing and managing prescriptions.

The gentleman from Lansdale's chemist said that Sanjay the manager from fox's had told them that the issue time of prescriptions from Holmer Green surgery had improved over the past month. They also advised that if stable patients on repeat medications could be put on a rolling 6 month repeat prescription, then these patients' medications could then be managed by Lansdale's. They informed us when patients collect their monthly prescriptions and a medication review is due, any medication not taken, or not needed, by the patient will be referred back to the surgery.

We tried to establish why it is taking so long to process prescriptions. Dr Garcia then explained that the problem seemed to be mainly caused by a lack of permanent doctors in the practice. Locums have their own agenda, can say when they work, what they do, and some will not sign E P S scripts. Paper versions then have to be completed by the practice doctors along with their own E P S scripts and this takes more time. Zeeshan advised the group that a formal employment offer had been made to a full time doctor, and if accepted this would improve the efficiency of processing scripts.

A nurse practitioner has been employed who can write scripts. It may be possible, if given permission that the nurse practitioner could sign EPS scripts and assist the practice doctors. Zeeshan to advise on the practicality of adopting this.

The Surgery currently has a pharmacist from the C.C.G. in the surgery conducting medication reviews, but we were advised that it will take a long time to get through the backlog.

The CQC action plan;

A mock CQC inspection was recently carried out, and Dr Garcia commented that it was a very useful exercise, and that the surgeries were on track to improve their overall CQC rating. The next CQC inspection was expected early June and the PPG group were asked to be present during the Inspection.

It has since been confirmed that the date of the next CQC inspection will be conducted on the 6th June 2017.

A full report on the inspection will be given at the next PPG meeting.

The PPG action plan;

The draft newsletter circulated to PPG members had been well received. Neil asked for comments / criticisms so that the newsletter could be finalised and displayed in the practice(s) prior to the CQC Inspection in June. Specific points / comments raised noted below;

- It was agreed that an explanation of the prescription procedure should be included in the Newsletter and Neil has arranged to meet Zeeshan so that a simple and easy to understand flowchart can be produced.
- The PPG Group then discussed how to circulate the newsletter to maximise its readership. Ted offered to show patients in the surgery the PPG newsletter. It was agreed that it would be put on the website and laminated copies would be put on notice boards in both surgeries. Lansdale Pharmacy agreed that the newsletter could also be made available in their pharmacies.
- On the notice board the PPG monthly meetings should be advertised, and that patients have a mechanism to feed back to the PPG any concerns they might have.
- Notice boards to be put up in both surgeries next week. Stephen will laminate and put up newsletter in Holmer Green surgery and Elaine will put up in Chiltern House surgery.

- In the newsletter it should be stated that triage appointment can always be accessed if necessary.
- Mention was made if the newsletter should be produced in different languages; Zeeshan pointed out the logistics and expense but will be looked into in the future.
- It was suggested the newsletter would go in the next issue of Holmer Green Today magazine.
- The surgery is having the web site updated.
- We were told we could use the surgery resources i.e. laminator but not staff resources.
- Asked if a forum could be held in Holmer Green to promote the surgery i.e. village hall. As most residents want Holmer Green surgery to survive and prosper. Neil to look in to the feasibility / practicality of this.
- Telephones are still a problem; the practice must have feedback from patients, in particular the time and number they called from to get an appointment. This will be mentioned in the newsletter and clearly displayed on the PPG notice boards.

Any other business;

No other issues were raised.

Date of next meeting;

Chiltern House surgery at 6.15pm on 20th June 2017.