

ABBAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Meeting held on Wednesday 4th. September 2013

in the Practice Common Room

PRESENT

Brian Palmer (Chair)
Diana Cowan (Vice-Chair)
Jane Foster (Secretary)
Richard Allen (Business Manager)

Sue Waters
Jeanette Barnes
Jenny Langley

APOLOGIES

Teresa Webb (Practice Manager)
Dr Stephen Grant (GP Representative)

Roy Caldwell
Alyson Grout

MINUTES

A. Welcome and apologies

1. Apologies were received as above.

B. Minutes of the Meeting held on 17th. July 2013 & review of Actions

No.	Action	Owner	By	Status
Jun 13-01	The Practice to review its the process for communicating with patients about prospective medication changes when branded medications come off licence or there is a switch in the supply of a generic drug.	Richard Teresa Jane	Sept meeting End July	See Para B1. Richard to implement Protocol - COMPLETED Teresa and Jane both to write to the patient concerned. Jane COMPLETED Teresa tbc
Jun 13-04	Forward details of the telephone consultation issue raised by a virtual PPG member to Richard	Diana	14 June	COMPLETED See Para. B2
Jul 13-01	Write to the patient who had requested a copy of a letter from the Head of the Ambulance Service detailing the outcome of this meeting.	Jane	End July	COMPLETED See Para. B3
Jul 13-02	Investigate options to show patients where to stand in front of the dispensary to	Teresa	Next meeting	Ongoing See Para. B4

	preserve other patients' confidentiality.			
Jul 13-03	Comments to Brian on the editorial for the next newsletter.	All	11 Sept.	Ongoing Comments on second draft by 11 Sept. See Para. B5.
Sept 13-01	Send availability to help with patient survey to Teresa.	All	End Sept	New
Sept 13-02	Review the information screen	All		New

1. Action Jun 13-0. Richard told the PPG that a standing instruction on communicating medication changes to patients had been implemented. Jane confirmed that she had written on behalf of the PPG to let the patient know the outcome of the July meeting. Richard said he did not know whether Teresa had also written on behalf of the Practice. Action ongoing pending this confirmation. In response to a comment by Jenny, Richard said that it was not possible for the Practice to control the generic brand that other pharmacies might dispense to patients.
2. Action Jun 13-04. Diana confirmed that she had forwarded the details of the telephone consultation issue to Richard after the June meeting & had also replied to the patient concerned suggesting he contact Richard if he wished to discuss the matter further. Action completed.
3. Action Jul 13-01 Jane said she had written to the patient who had requested a copy of a letter from the Head of the Ambulance Service detailing the outcome of the July meeting. She had also, at his request, forwarded some addresses for him to take the issue further with the Ambulance Service. Action completed.
4. Action Jul 13-02. Richard told the PPG that the Practice had been looking into options for a barrier in front of the dispensary counter. An L-shaped tape would cost approx. £330. Diana suggested that the Trust Fund should be asked to pay for this. Richard thanked Diana for this suggestion and said he would pursue it by email. Action ongoing.
5. Action Jul 13-03. Brian thanked the PPG for their comments on his newsletter editorial and said that he had now redrafted it. He would re-circulate it for further comment within a week. Action ongoing.

C. Correspondence/AoB:

1. Jane said that there had been no correspondence other than that mentioned in the Actions above.

D. South Worcestershire PPG Network and PSAG

1. Brian told the PPG that he had missed the last network meeting as the date had been changed at short notice. Items discussed included:

- Extra services option
 - Named person responsible for patient care throughout treatment
 - Survey of perceptions of the CCG and PPGs - no results yet.
 - How to get young people involved - school visits planned
 - CCG prospectus
 - Community hospitals
2. Brian said that he had volunteered to be involved in the school visits and to help draft the CCG prospectus with Tom Grove. He told the PPG that there was an absolute commitment by the CCG to community hospitals.

E. Report from the GP Representative

1. No report as Dr Grant was unable to attend the Meeting.

F. Report from the Practice Manager

2. Richard passed on a request from Teresa for PPG help with the next round of the Practice survey. The PPG reiterated their willingness to help. Brian showed the meeting a large poster that he had had made for use during the survey.

Action Sept 13-01 All to send their availability to help with the patient survey to Teresa by end Sept.

3. Richard told the PPG that, following interviews in August, the Practice expected to appoint a new GP soon. The changes in the nursing staffing that Teresa mentioned at the July meeting are still in progress. Two nurses had left in the last 6 weeks; a new nurse prescriber and new nurse manager are due to start work on 16th September. One Health Care Assistant has also left.
4. CCQ inspections are still continuing in the local area. Merstow Green surgery was inspected recently. Jane raised a concern that the practice might be weak on the security of patient records as access to the first floor did not seem to be well controlled and the records room was unlocked during the day. Richard acknowledged a potential weakness saying that it was difficult to check who was using the lift and also mentioned that there had been some thefts of mobile phones and a purse on site. Brian reiterated his offer to audit the practice's performance.

B. AMP PPG Champions

1. Brian said that both he and Roy had volunteered to do Health Advisory Training
2. Diana said that the Virtual Patient Group was currently inactive. She wondered whether to give them a question to answer. Brian said that the stakeholder group had discussed virtual groups. The largest is about 200, the average 20-30.

C. Newsletter

1. Brian said that the newsletter would include:
 - Editorial
 - Meeting the PPG members

- Article on EPP (Expert Patients)
- Article on procedures for ordering repeat prescriptions and generic medicines

D. AoB

1. There was a brief discussion of "Dr First" which some local practices use, but Abbey has decided not to adopt. It involves the GPs triaging all the phone calls each morning and either making appointments or consulting over the phone. Richard pointed out that there is a fairly well defined list of things that can safely be dealt with over the phone.
2. Diana felt that it was difficult to find the times when it was permissible to phone the dispensary, either on the website or on the information screen in the surgery.
3. Brian felt that the practice doesn't make best use of the screen. It seems to show a general news feed rather than practice information. Richard said that the PPG was welcome to contribute material for the screen.

Action Sept 13-02 All to review the information screen. Comments to Jane by next meeting.

4. Diana said she had had error messages during the repeat prescriptions process on the website. Richard asked her to send the error message to him if she got it again.

Dates of Future Meetings

1. The October meeting will be dedicated to a discussion of the CQC document.
2. A further normal meeting was arranged for 27th November.
3. There was no other business and the meeting rose at 7:55 p.m.

Signed as a true record

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Brian Palmer, Chairman

Date.....