

Preston Road Surgery

PPG Meeting Minutes 23rd January 2016

Present

John Hayward (PPG Chairman), Dr Ella Costales (GP), Sandra Maddison (Surgery Manager), Tracey Scorer (PRG Co-ordinator), Gabrielle Hiscock (Reception Team Manager), 18 PPG members

Welcome

Dr Costales welcomed the group to the meeting, talked about Dr Bowditch's recent retirement and the recruitment of 2 new GP partners, Dr Sarah Reese and Dr Kimberley Goldstein-Jackson. Both have worked for the surgery before and we are excited to have them join the team.

Dr Costales reminded us that the PPG's goal was '*making the practice the best it can be for the community*'

Introduction

John Hayward (Chairman) introduced the meeting and said he was excited about the re-launch of the PPG group and interested to hear of the forthcoming changes.

PPG Conference 21-11-2015 review

Leslie Senior (PPG Member) talked about the PPG conference last November. His notes from the PPG conference are attached. Slides of the conference are also available but are quite extensive.

Please contact Tracey if you would like the slides of the conference emailed to you separately.

Attached L Senior PPG Notes

There was a unanimous decision at this point for the Patient Reference Group (PRG) to be renamed the **Patient Participation Group (PPG)**.

Surgery Update

Sandra Maddison (Surgery Manager) informed the group of changes and further updates to the team. Please see the attached notes.

Attached S Maddison Surgery Updates

IT Advances

Tracey Scorer (PPG Co-ordinator & Surgery IT Administrator) informed the PPG on recent IT updates.

SystemOnline Updates – You can now view your summary record, medications and vaccinations online. You can also *request* to view more details of your record. The surgery is preparing to offer the facility for patients to view online, export or print detailed information from their medical record, i.e. information held in coded form. It is our intention to have this facility available by 31st March 2016.

Electronic Prescription Service (EPS) - We can now send prescriptions electronically to a designated pharmacy, which is a faster and more convenient service. The prescription once signed (electronically) by a doctor is sent straight to the pharmacy, thereby saving time and paper. Patients will need to designate a particular pharmacy for this service.

Electronic Repeat Dispensing - A new service was trialled at the end of last year whereby the GP issues a 6 month prescription for repeat medications and sends this direct to the pharmacy. The pharmacy then dispenses the medication monthly for 6 months (not all in one go), the patient does

not need to request their medication each month, but simply collect their medication from the pharmacy each month.

A small group of patients were asked to partake in this trial. These were patients who have regular repeat prescriptions which are not likely to change over a period of 6 months. A letter was sent to patients enquiring if they would like to have their medication this way, and if they consented a further letter was sent along with a repeat authorisation token (a prescription token on prescription paper) stating when the last (6 month) item will be issued and the next issue due date (in 7 months)

We received some feedback from patients saying the wording of the letter with the '6 month token' was a bit confusing. The letter was passed around the group to discuss possible re-wording. Feedback has been taken and Tracey is working on creating a new letter which is easier to understand.

Action Tracey

Health & Wellbeing – Open Forum

Gabrielle led the discussion on how we can raise awareness of help available to patients in the community. Not everyone has computer access, or mobile phone applications. How can we advise the community of help available?

It was mentioned having a noticeboard outside the surgery, possibly above the bench, would be a good idea for information and advice about local services when the surgery is closed. This could be a locked Perspex notice board attached to the wall.

It was suggested we could create a leaflet containing relevant telephone numbers for patients of help available in the community. The leaflet could be distributed by pharmacies when repeat medication is dispensed, given out at Preston Surgery reception, posted in The Register and passed along to various groups around Preston, i.e. Community Angels, Weymouth Carers group and WayFinders. PPG members were asked if they would like to help contribute in creating the leaflet, and any individual interested in helping to form the leaflet to let Tracey know. Members were asked to email Tracey any relevant telephone numbers, or services available for the sub group to collate for the leaflet. It was acknowledged that there are already signposting services and websites available with lots of information and these should be looked at so as not to duplicate work that may already have been done.

Action Tracey

We discussed how important it is for people to be aware of a Power of Attorney (POA) and to have one in place BEFORE it is needed to avoid unnecessary strain at a later point. It is also a good idea to have a Will prepared, at any age, to help family members when the need arises.

There are forms and booklets available where a person can then enter their wishes. These will be shared with the PPG at the next meeting.

Action Tracey

It was noted that Weymouth Community Volunteers is a charity providing transport to hospital appointments, opticians etc. They do charge, about half the price of a taxi. People wishing to use this service need to sign up and pay a yearly fee of £5. The phone number is 01305 783888. Tracey will create a poster for the surgery advertising this service.

Action Tracey

AOB

What is happening at DCH and WCH? DCH achieves the best trauma (lifesaving) outcomes in Wessex.

Members of the PPG stated that the public should be more aware of the Clinical Services Review undertaken by Dorset CCG (clinical commissioning group) and the proposals, and make their opinions known at public meetings. PPG members wished to encourage comment on these matters from the MP for South Dorset, Richard Drax

A PPG member agreed to produce a letter template that PPG members could use. PPG members could then write individually to Richard Drax, expressing their view.

For more information PPG members should contact:

John Hayward j_hayward@hotmail.com (*Please note that John Hayward's email has an underscore between j_hayward*)

or Pamela Greensmith pamelagreensmith@yahoo.co.uk

Walk-in Centre

In July the contract ends at the Walk-in Centre (Darzi). There are new organisations tending for the contract. The details of any new service will not be known until the contract has been awarded. Once known this can be discussed at future PPG meetings.

John Hayward then thanked everyone for coming and brought the meeting to a close.

The next PPG meeting will be held on Saturday 7th May at Preston Road Surgery.