

**Long Bennington Medical Centre  
Patient Participation Group (PPG)  
Minutes of meeting held on Thursday 6<sup>th</sup> October 2016**

<b>Attendees:</b>	Bob McKinlay (RM)	Chair - Allington
	Sue Marvin (SM)	Secretary - Allington
	Mary McKinlay (MM)	PPG Member - Allington
	Toni Birch (TB)	PPG Member – Long Bennington
	Martin Round (MR)	PPG Member - Claypole
	Michelle Gilbert (MG)	PPG Member - Long Bennington
	Colin Braziel (CB)	PPG Member - Long Bennington
	Carol Jones (CJ)	PPG Member - Foston
	Julie Darkin (JD)	PPG Member - Bottesford
	Prue Beck (PB)	PPG Member - Claypole
	Jean Clark (JC)	PPG Member - Dry Doddington
	Karen Turner (KT)	Deputy Practice Manager
	Dr S Longfield (SL)	GP Partner

**Apologies:** Pat Wall

RM welcomed everyone and announced that Alan Hubbard had resigned from the group. The minutes of the previous meeting were agreed with the addition of JC to the apologies.

RM suggested that full names were recorded in the list of attendees rather than initials, everyone was in agreement.

SL posed the question of what was the purpose of the group and was a Surgery presence required at every meeting. It was explained that the intention was to liaise with patients and surgery alike to the mutual benefit of both parties. Whilst a Partner's presence was appreciated it was understood that this would not be possible every time. However a representative either the Practice Manager or Deputy Practice Manager would be beneficial for a two-way feedback. KT gave assurance that this was their intention.

### ***Saturday Flu Clinic***

A good amount of positive feedback was gained from the attendees at the Flu Clinic. Most people were willing to co-operate with the questionnaires. Negative feedback was for the Dispensary and also Allington closure, as anticipated.

Clipboards would be a useful addition for next session.

Table setting to remain at the back as it is anticipated more attendees on this session.

Replenishment of handouts is required.

### ***Dispensary Update***

KT explained that after attending a meeting regarding the stock control aspect of SystemOne it was felt that it would not be the right time to go ahead for various reasons, more patient disruption being the primary concern. As a temporary measure there will be three persons dispensing and an additional printer has been purchased, an additional role of part time medical secretary/administrator is currently being advertised.

There have also been significant wholesaler issues, which have added to the new system problems.

Additional problems were highlighted such as date issues for collections.

1. Patients are finding difficulty in understanding dates shown on prescriptions.
2. Special requests were being ignored.
3. Advance ordering is not possible because of settings.

KT will discuss with the Practice Manager and see if some settings can be changed on the system to alleviate these problems, more flexibility is required with ordering, particularly with the run up to Christmas.

PB asked if more people were using the online ordering system, apparently not preference was still with telephone ordering.

JC asked if the system could be changed to accommodate the surgeries needs.

KT replied saying that training was still ongoing and the IT Company could change some settings and some would need to be re written within the wider program.

An update will be written for the next newsletter.

Thanks were expressed to MG for the posters and bunting for the first flu session.

### **AOB**

Question of delivery to Allington was discussed. SM asked if collection could be made on behalf of patients who had prescriptions delivered to Allington. KT will check and report back. A questionnaire is being prepared to ascertain how many people would be interested in delivery service as part of a feasibility exercise. It was suggested that a discussion with Ancaster Practice might prove useful as they operated a delivery service.

MR brought to the group's attention a public consultation on proposed changes to over the counter prescriptions by the CCGs. The consultation will run from October 4 - 18 November 2016, any changes as a result of the consultation will come into effect from December 1 2016. The surgery only had notification of this questionnaire today. This matter was discussed and will be monitored at the next meeting. KT said from the surgery's point of view, they had no idea how it would be implemented and how it would affect people.

RM will contact Adam Marshall who is the contact for the survey. KT will speak with the Practice Manager, regarding contacting the medical council.

### **Date of next meeting**

There being no further business the meeting closed at 7.00pm with a further meeting arranged for Tuesday 25<sup>th</sup> October 25 at 6.00pm – 7.00pm.