Long Bennington Medical Centre Patient Participation Group (PPG)

Minutes of meeting held Tuesday 7 February 2017

Attendees: Bob McKinlay PPG Chair - Allington

Sue Marvin PPG Secretary - Allington

Martin Round Michelle Gilbert Carol Jones

Alison Lowerson Practice Manager

Prue Beck Pat Wall, Colin Braziel, Jean Clark Mary McKinley

Dr E Montague GP Partner

Apologies: Julie Darkin and new member Francis Stapleton - Bottesford

The minutes of the previous meeting were agreed.

Matters Arising:

a. Dispensary

The dispensary if fully staffed at the moment but a part time member is leaving. The practice is currently interviewing for a replacement and hope to recruit shortly.

- b. There have been no online ordering problems reported. The practice is currently has up to 10% of patients registered for online ordering. The option to order repeat medication over the telephone will be reviewed.
- c. Michelle Gilbert reported contact from a patient, which was passed to Alison.
- d. Date to be arranged for PPG members to meet patients during am open surgery.
- e. Martin Round reported on the Patient Group meeting. The topics covered closure of hospitals and the introduction of community hospitals. Patient's charters and understanding needs of patients.

Sharing of patient information between hospitals etc., a care portal is to be introduced for ease of sharing.

More care practitioners are to be introduced into the area.

Infectious Diseases were discussed and currently there are 3 specialists to cover Lincolnshire. UTI is one of the worst offenders.

More participation of the PPG is to be encouraged with more information being relayed back to the council. No list of hot topics was suggested.

- f. Sustainability and Transformation plan (STP), Diane Henson to be invited to talk again as she was unable to attend this meeting.
- g. Results of medication Survey by NHS England Choices there were 1,448 responses to the following:

Restricting prescribing medicines available to buy over the counter 85% agree

Limitation of gluten free foods
Restriction of baby milks and infant formulae
Restriction of oral nutritional supplements
72% agree

Discussion took place on the implications of these results. Doctors have discretion to prescribe over the counter products where the patient has a clinical need. Guidelines have been issued on particular products. This will become a particular hot topic as rural Lincolnshire could experience severe problems.

4. (National Association of Patient Participation (NAPP)

Alison has not heard any news from their finance manager to confirm membership, however payment has been taken.

5. SWOT analysis

Alison expressed thanks for the analysis from the PPG, the practice found it useful and confirmed findings from their own analysis.

6. AOB:

- a. Explanation was given on transferring to another pharmacy. Once registered with another pharmacy one cannot transfer back to the surgery for future prescriptions. However one off collections from a chemist is permitted for dispensing patients.
- b. Registration is required ordering prescriptions online from a pharmacy e.g. Lloyd's pharmacy. They will deliver only if registered online. Postage of prescriptions might also be a possibility although Alison and Dr Montague expressed some doubt for safety reasons.
- c. Alison notified the group that she was only able to attend the PPG meetings quarterly.
- 1. Colin wondered if the waiting rooms and dispensary was at the point of information overload. It was explained that the important information has to be displayed.
- 2. A suggestion was made to invite speakers for topical subjects. However it is difficult to arrange speakers and usual preference is for daytime talks.
- 3. The dispensary questionnaire for the Dispensing Services Quality Scheme (DSQS) is being analysed at the moment and will hopefully be available for the next meeting.
- 4. Bob has taken a code of conduct and terms of reference for PPG, it is a copy from the Belvoir Vale PPG.

There being no further business the meeting closed at 7pm.

Date of next meeting: Tuesday 11 April 2017