**PATIENT PARTICIPATION GROUP**

**MEETING 23RD JANUARY 2015**

Present:- Dr. Sukumar (SS), Julie Gordon (JG), Douglas Hoyle (DH), Geoffrey Simmonite(GS), Theresa Potoki(TP), Julian Boreham(JB), Brian Green(BG), Susan Green(SG), Govinder Bhogal(GB).

GB CCG Pharmacist was introduced to the group by SS, and he explained what GB role was in practice regarding medicines.

GG explained he was attending various PPG Meetings to discuss drug wastage, and the cost to the NHS was each year. Campaigns to highlight this problem did not seem to be working, and GG was here to ask for any suggestion or ideas from the PPG as to what would be the best way forward. GG also pointed out that drugs, taken back to the chemist could not be reused and therefore had to be destroyed again at large cost to the NHS, because correct storage and temperature controls could not be guaranteed, which could effect the quality of drugs. DH asked how would patient known what the correct way was to store drugs. GG said that there is a leaflet with all drug which explains the correct temperature for storage or if not stated then room temperature. TP asked if drug could not be taken off repeat if patients are not ordering. SS says that the GP`s do take drugs off repeat if not ordered for 6 months. TP said that if pharmacies order everything then they would get paid for all the items ordered. DH said he thought on line ordering was much better and should save on waste. SG asked if review dates could be 2 monthly to monitor more closely but SS said this would not be possible.

TP said that there seem to be a breakdown between hospital and GP`s regarding discharge medication. GB said he also found there were problems with care homes as well.

GB asked the group if they had any ideas to combat the waste problem. DH suggested Big Posters. He also said there was waste when patients went to hospital and took their meds, and the hospital did not return medication when they were discharged. JB said he had not had problems with NGH when he was discharged. SS told the group when patient were discharged with no tablets, they would come here to get their medication. JB told the group that NGH always send details of discharge medication to the GP`s. GS said he thought waste was worse in bigger organisations, and probably not here. GS said that no-body reads notices only if there is a spelling mistake.

GB reiterated with the group to try the following, have a Poster Campaign, Message on Prescription Order Form, Tackle Hospital re Waste, and educate patient to only order what they need and not to stock pile medication. GB then thanked the group for their input and left the meeting.

SS continued the meeting by going through the minutes of the last meeting and recorded it was a true record. Minutes had be e-mail to members of the group but TP did not get copy as we had no e-mail address. E-mail address would be confirmed at the end of the meeting to ensure all member could be contacted this way. SS also discussed having photo`s taken of all members and putting them up on the PPG Notice Board, and also receptionist could give out e-mail addresses of the members so they could be contacted with any queries.

SS told the group that the warfarin clinics were now up and running, but we were still waiting for the hospital to transfer more patients to our care. DS asked about flu injections and what had been on the news regarding them being the wrong strain. SS said that patients would get some protection and it was not too late to still have one. BS said that it was develop last year according to the news, so this is why its not the correct strain. SS told the group that more patients could be seen in Saturday Flu clinic and would look into this for the next one to be held, and would look to advertise this more.

Friends and Family Test result were given out by SS, and the group read the responses from patients. The results were very positive, and that only one was not happy at having to wait 30 minutes to see a GP. SS said he would get receptionist to let patients know if clinics were running late, and keep them informed of the situation. DH said that he heard 1 complaint about a male patient who had to come back for a prescription that was not ready. SS explained the procedure for signing prescriptions

Summary Care Records will be available to see on Patient Access and this has to be in place by April 2015. We done this for our patients and anyone who has registered for Patient Access will be able to view this.

Long Term Conditions started in January, and it was explained to the group how this would work. Nurses or Health Care Assistants would send for patients and Nurses could do these in surgery. GP`s would visit patients who were housebound.

SS told the group that he was moving forward with plans to become a training practice from August, and JB was now back and we are in the process of reorganising clinics. DH asked about no receptionist on front desk, SS aske JG to explain this. JG told the group that we had 2 members of staff leave but are now recruiting more staff, and when we are fully staffed then we will man the front desk at busy times.

Minutes agreed:-

News Letter produced and ready for patient to take from reception.

New Notice Board for PPG has been put up in reception.

Leaflet Stand and leaflets in atrium, as CCG had sited a giant poster in reception.

It was asked if we could recruit more members for the PPG especially from our other surgery at Thorpe Hesley. SS said we should have members from both sides and would try to get other patient to join.

SS told the group that CQC inspectors were coming into the area between April and June. DH asked if we get warning and SS told them we should get 2 weeks notice. SS explained that when CQC come into surgery they could talk any of the staff and also to patients and ask to speak to members of the PPG.

We had also had our pier review and got good excellent, which was great for the practice. DH asked what this was and SS explained in full detail.

Action Plans Agreed

Photograph of all members of the PPG

New Letter for Spring (March/April)

Recruit PPG members from our Thorpe Surgery

Next meeting to be held Friday 17th April 2015 at 1:30pm