

Patient Participation Group – 28th April, 4.00pm
Minutes

Present: SJ - Practice Manager
Members: KS, AH, ST, AD, TG
Apologies: LB, MT, MB, JS, CS
Resignation:

1. Introductions and welcome	All.
2. Minutes of last meeting	Accepted as correct
3. Matters arising	None
4. Surgery update SJ	<p>All the same issues with obtaining prescriptions:</p> <ul style="list-style-type: none"> • Long waiting times • DL not always pulling down prescriptions in a timely manner • Patients unable to contact DL on the phone so wanting the surgery receptionists to speak with them on their behalf which is not practical or appropriate • Some members of the group said that they didn't have a problem ordering on-line. Unfortunately, not all patients are able, or want to use this method. • The delays are also impacting on the car parking spaces. SJ confirmed that DL work very hard in cramped conditions but require additional support from the higher management of DL. • A request has now gone to Assura who own the building, requesting the Dropbox to be installed where the cycle rack is now which is in a safe and dry place. The cycle rack will be relocated. When the box is in use patients will be sent a code when their prescribed drugs are ready to be collected. It works like the Amazon pick up boxes. Hopefully using this will cut down on the footfall inside the surgery. • Some patients come for their prescribed drugs early even though there are notices saying wait 7-10 days. • Drs are not meant to prescribe items that can be bought more cheaply over the counter e.g., Paracetamol, and should encourage patients to purchase over the counter medications from the pharmacies

5. PPG Board	<p>The staff at the surgery have received comments about the “Thank You” board.</p> <p>Other suggestions for the board are</p> <ul style="list-style-type: none"> • Menopause -MR • Pharmacy services for minor ailments – Boots and Collingham although Boots is a limited service.
6. Booster covid vaccinations	<p>There have been some problems with patients waiting a long time to get the vaccination. AD explained that things have changed at the Health Centre on Hallfield Lane.</p> <ul style="list-style-type: none"> • People are no longer allowed to queue in the car park • The front entrance cannot be used so a new route is being used which is more of a problem. • Patients have to be kept 2 metres apart. • One week there was an issue with the opening up of the Health Centre, so all patients that turned up were apologised to and asked to come back the following week which doubled the number at that time. • The volunteers are doing their best, but they are frustrated at not being able to do better. • There will be clinics until the 4th June if there are vaccinations and marshals available.
7. Newsletter	<p>This is now available from the PPG board and is also on the surgery web page. The next one will be Summer.</p>
8. Meetings	<p>Having meetings bi-monthly was discussed and the majority of those present agreed. SJ confirmed that if any issues arose in between these it would be possible to raise them and have a meeting if necessary. It was decided that LB should be consulted first seeing as she was unable to attend this meeting. SJ will contact LB.</p>
9. Speakers	<p>There was a suggestion that we might like a speaker if possible. Maybe the pharmacist or a Dr if they have time. We would need to have a subject that we wanted them to speak about.</p>
10.AOB	<p>None</p>
11.Next Meeting	<p>SJ is on A/L in May so the next meeting will be - 30th June 2022 at 4pm in the upstairs meeting room at the surgery</p>