

**Minutes of Patient Participation Group
Held on Monday, 5th February, 2018**

Attending

JB (minutes) CB PS HB JBerr ML SC JG GM GH PW MH MB
From the Practice - Paula Elliott & Dr. R. Lancaster

1 Apologies: None received

2 Minutes of the November meeting had certain points amended by Paula Elliott and ratified for publication.

3 Matters arising from last meeting:

- MB gave belated apologies for the previous meeting; because of her house move correspondence giving the date of the next meeting had gone to the wrong address. The suggestion was that the date of next meeting be put on the Notice Board plus swiftly updated on the Waiting Room screen.
- A discussion took place regarding anyone wishing to make a complaint; PE confirmed that there was an official procedure that was adhered to.

4 Introduction by Each Member:

- Each member present was asked to give their reason for attending the PPG meetings and what they hoped to achieve by being a member.
- Many members present had lived within the locality either since birth or for many years and were long standing patients so interested in the workings of the Practice.
- The Appointments system was a big concern within the group.
- Within the group there was interest in how their own, family or partner's illness would be treated.
- The general reason for all attending was to understand the Practice with the aim to improve procedures.

5 Terms of Reference and Structure

- The question was what the group could get involved in.
- It was raised that could the group do more than just meet.
- Four examples were passed round the group of what other surgeries do.
- It was mentioned that previously there had been speakers at the meetings on various medical concerns or people had come along from various organisations.
- The point of publicity was raised saying that there used to be a Newsletter and that possibly one could again be compiled and put on the board in the Waiting area. A report could be put in the Derbyshire Times; put in the Brimington Library etc., but the PPG would have to help and PS offered her time.
- It was suggested by MB that there be a special meeting to discuss the Terms of Reference.
- It was said by PE that the PPG should have a Chair other than the Practice Manager.
- Those members who were on-line were to be sent an email including the Terms of Reference.

6 Proxy On Line Access

- The national age when a parent or guardian can access a child's notes on-line is 12 but at Brimington Surgery the age is 13. Contraception was questioned.

- A point was raised by PS asking if a 13 year old could order their medication on-line. The answer by PE was that every case is looked at individually.
- GM said that parents should be informed that they can no longer look at their child's records when they become 13. The suggestion was that this information should be put on-line outlining that ruling and that a doctor only could sanction a parent viewing their child's medical details on-line.
- At the moment 19% have access on-line to their medical details and to have this facility the request has to go through a doctor first.

7 Did Not Attend Policy

- This had been discussed previously and the proposal will be read when it is completed.

Dr. Lancaster joined the meeting.

8 Surgery Update

- The nursing staff at the date of the meeting was given and one GP was leaving on maternity leave in May plus one was back from maternity leave. The Practice is now at more than full strength.
- There will be a Clinical Pharmacist for two days a week on a three year contract. This person will carry out the Reviews that the GP's have previously done. Concern was expressed amongst the members present that a patient should visit a Doctor if they have complex medication.
- A Doctor gets a 'Birthday' list for reviews and Dr. Lancaster showed her significant list. She has to decide who carries out the review – nurse, clinical pharmacist or doctor with the doctor dealing with the more complex cases.
- GM expressed confidence in the system.
- PE had been on a course looking at signposting where when a patient phones for an appointment they are asked questions and depending on the answers they are given an appointment with an appropriate medical person. This idea to be put to the Partners and if accepted the Receptionists would be trained.
- Concern was raised about this idea and GM suggested that a Nurse Practitioner should be the first port of call but currently the Practice had not recruited one
- The Surgery has more doctors.

9 Any Other Business

- Gluten Free items were now not available on prescription.
- GM had written to Chesterfield Council regarding having a designated 'Doctor on Call' parking space in the car park but not received a reply.

As there is a two hour restriction for parking many of the members present had to leave the meeting early.

The next meeting is Monday 14th May at 2pm Brimington Surgery.