

Minutes of the meeting of the PPG, 30 November 2016 at 1pm (DRAFT)

Present: Rafiq (chair), Dale (Vice-Chair), Jamshad, Ann, Wendy, Karen, Mohammed Nazir, Ian, Eulie, Barbara, Mishbah Iqbal, Barbara, Richard

In attendance: Dr S Ali, Caroline Davidson

Guests: Adam Issat from the Pharmacy, Rajesh Gautam from Raj's chemist, Robina from the People's Board

Apologies: Cath, Alison, David, Jenny.

1. The Chair welcomed the visitors and new members to the meeting
2. The minutes of the meeting of 6 September 2016 were agreed.
3. The Pharmacists, Adam and Rajesh, introduced a wide ranging discussion which originated from a suggestion from the CCG that repeat prescriptions should only be issued by GPs. This was to prevent pharmacists from over stocking. The following points were made:
 - Patients should be in control of their medication;
 - The need for a good relationship between the practice and the pharmacists;
 - Need for flexibility, same system will not work for everyone;
 - Dale questioned the number of pharmacies in the area;
 - The Chair felt that is as for the PPG to see how best we can work in our own area;
 - Rajesh spoke of the need to identify patients who can't manage their own repeat prescriptions;
 - Dr Ali felt that there should be a menu of options for patients to choose from;
 - It was noted that there are patients who hoard unused medicines, or medicines that were no longer needed; 60% - 70% of prescribed medicines were never used by patients.
4. It was agreed that a consultation between the practice, pharmacists and PPG (representing patients) should take place to form a strategy to find a solution to this problem, and that this should take place before Christmas.
5. Robina, of the People's Board, spoke about the Advice Centre she is associated with as a hub of different services:
 - Providing activities to counteract obesity, diabetes;
 - Advice on social issues, anxiety and depression;
 - Requested that the practice actively refer patients with social problems to the People's Board;
 - Community Centre provides advice over healthy meals and exercise for older people;
 - Asked that information about the Community Centre and People's Board should be displayed on the noticeboards at the practice;
 - Informed us that some who were attending the centre were being trained to become facilitators in the future;
 - Felt that there was a need for all groups to share information and work together;
 - Referrals needed to be made by GPs
 - Dr Ali spoke about the need to be aware of the work of the People's Board;
 - Funding is available until March 17, 2017 – Social prescribing may be aware of alternative sources of funding

- The Chair would publicise the work of the People’s Board and suggested an open event (as over flu jabs)
 - Dr Ali asked how we were to empower patients;
 - Ian Price felt publicity was a problem and that a multi-faceted approach would be needed.
6. The Chair thanked Alison Richards for her feedback from the Questionnaire circulated at the Open Afternoon. There had been a good feeling about the event.
The Telephone system seems to be working better.
The new Triage system identifies the people who need to be seen on the day. Patients who have a problem they are reluctant to discuss with the receptionist need only say “Private” for their call to be added to list.
7. a. Lowering the age limit for membership of the PPG was discussed. The Group preferred to set 18 years as the lower limit for membership.
- b. Signboards have been ordered and prepared. The sign at Allerton will be in place when the redecoration of the waiting area is finished. The external sign at Allerton will not be placed until after the proposed merger of the Grange practice with Clayton has taken place.
- c. The siting of a blood pressure etc. machine at Gurlington is in hand.
- d. The siting of the machine at Allerton will be reviewed after the redecorating is completed.
8. The question was raised over the persons who were responsible for Safeguarding. This is looked after by Drs. Braun and Qureshi.
9. The meeting closed at 2.40pm
10. Date of Next meeting: 18th January 2017, at 1pm at Gurlington