

Garden Lane Medical Centre
Patient Participation Group Meeting
Wednesday November 6

Minutes

Present

John Davies (Chair)
Marilyn King
Ellen Walton
Ruth Parry
Patricia Cookson
Arnold Wilkes
Elizabeth Morgan
Sue Proctor
Kate Bushell
Claire Ambrose
Janette Mason

Apologises

David Cummings
Jean Evans

Welcome and Introductions

John ran through the minutes for July meeting –

Pending items

Mental Health First / Frazzled café – still waiting for funding

Long term condition letters/pt information regarding urgent prescription requests – Jean (vice chair) hopes to look at the wording for both of these before the next meeting.

Cluster Group meetings (now known as PCN) - I will circulate dates for 2020 as soon as they have been arranged.

Current pressures - Kate said it was a constant battle, surgery , visits, results, etc we have locum cover in place to cover Dave's reduced sessions, there is still no interest in the salaried GP vacancy. (Locums will see patients, some will visit but they do not do prescriptions/results all these tasks fall to the Partners and salaried GP's) No review appointments are being booked with Dave at the moment, just in case he goes off sick again, he will see acute problems on the day. This is to prevent reception having to cancel his clinic should he go off.

Medicine Manager

Sue came along to the meeting – one of the group mentioned she had requested meds 2 weeks early and it had been declined so then had to be requested as an urgent. Sue advised

if you were requesting meds early for a particular reason to add a note to the request. A weeks' notice is plenty of time for prescription requests – at the surgery we turn prescription requests around in 48 hours . Controlled drugs cannot be issued early as there is potential for abuse.

All the pharmacies seem to operate different services, some are ordering early due to changes in their processes please discuss with your regular pharmacist.

Repeat dispensing is an option if you are stable on regular medication, 12 months of prescriptions can be issued and held at a pharmacy of your choice, please discuss with your local pharmacy. We will attach some information regarding Repeat Dispensing to pt's prescriptions .

If needed your medication can be aligned, please ask at reception for a form to complete.

Action - Sue Proctor said that the patient fund would cover the cost of printing patient information regarding repeat dispensing. The leaflets will be attached to paper prescriptions. We will also add to the patient newsletter.

Silvercloud

CCG have funded this service, if pt is accepted into the service they can access app at anytime, pt will be triaged by Psychological Wellbeing Practitioner (PWP) they are not counsellors, they will do initial assessment . Pt 's can still be referred into the counselling service there is approximately a 12 week wait.

AOB -

Arnold asked if there could be a donation box in reception area and in the pharmacy over the xmas holidays to make donations to the staff - this was politely declined.

Arnold mentioned he has had quite a lot of correspondence with the hospital – up to 6 letters for one appt (for various reasons) he will take this up with the COCH, as there is a cost involved.