

# LIME MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP

### MINUTES OF MEETING HELD AT THE SURGERY ON 12<sup>TH</sup> SEPTEMBER 2016

Present: Alan Lloyd (chair), John Stocks (Secretary), Donnalee Cope, Anne Scott, Jenny Croote, Sharon Parkes-Rolfe, Jackie Achiampong (clinical pharmacist).

#### 1. Welcome

The group welcomed Jackie, a clinical pharmacist who has joined the practice as a part of a pilot to help patients get the most from their medication. Jackie will offer longer appointments than doctors and is able to prescribe independently.

#### 2. Apologies

None noted.

#### 3. Minutes of last meeting

Minutes of last meeting were read and agreed an accurate record.

#### 4. Matters arising

Feedback on the practice visual display unit. The monitor has been installed recently and receptionists are pointing this out to raise awareness. The group discussed if the positioning of the screen could be changed to make it more visible. This would not be a likely option.

#### 5. CQC report

Dr S shared feedback that the practice had received an overall "Good" rating with "outstanding" in 5 of the domains reviewed of the 20. Dr S to share the matrix with the group.

#### 6. Appointment of the new secretary

JS welcomed to his first meeting in this role by the group for the coming 6 months.

#### 7. Weekend opening

The weekend opening evaluation was discussed. AS asked if W/E DNA rate had improved and group discussed cost effectiveness. Dr S agreed to look into sharing the CCG report with the group. Dr S advised that the CCG has requested the extended hours be spread across the week but would be too difficult to staff this.

DC raised the issue of limited availability of appointments. The practice realises appointments in phases to try and meet need planned and short notice appointments. Discussion also considered uptake of nurse appointments.

AL commented that the CGG were defensive about bed closures when discussed recently.

Self check-in and assessment. Still waiting for these.

#### 8. World Mental Health Day

It is World Mental Health day on Monday 10<sup>th</sup> October 2016. A display is to be put on the PPG board on Sunday 9<sup>th</sup> October 2016, between 12-1pm, to include "Big White Wall".

DR S agreed to get Trent PTS information for the display.

#### 9. Patient Survey

Jackie asked for pharmacy services to be included in the survey and shared her own survey. The group agreed to discuss questions and survey design at next PPG. AL to send out previous questionnaire for reference.

**10. AOB**

AS raised concern about the amount of wasted paper when printing out prescriptions. DR S agreed to take this to the next meeting of practice doctors.

**Next meeting will be held on Monday 10<sup>th</sup> October 2016, at 6:30pm**