

# **Moorland Medical Centre Patient Participation Group**

## **Summary of meeting held on Tuesday 3<sup>rd</sup> September 2019**

### **1. Waiting Room Displays**

The current displays on OTC (Over the Counter) medicines will be relocated onto the noticeboard and a new display concerning Flu Vaccinations will be sited in the Waiting Room from early September to explain why it is beneficial to have your Flu vaccination at the Practice rather than at a Pharmacy. Appointments to receive the Vaccine will be daily during normal Practice opening hours i.e. Monday 8.40am to 17.20pm 18.30pm to 20.00pm and Tuesday to Friday inclusive 8.40am to 17.20pm week commencing Monday 30<sup>th</sup> September.

### **2. Disability Sub Group**

This group is reviewing how the Practice can better accommodate the different needs of disabled patients when accessing the Practice. The group is made up of PPG Members who are looking at a range of physical and mental disabilities and they will be reporting to the PPG in due course with recommendations.

### **3. Pharmacy problems**

A number of concerns and problems have been advised by Patients over recent weeks regarding Prescription services from local Pharmacies. These are currently being addressed by the Practice management and PPG to try and resolve the problems.

### **4. Northern Staffordshire CCG Patient Congress**

An update report was made by a PPG member who is also Patient Congress member on the development of Primary Care Networks and contracting of the major Health Care providers across Northern Staffordshire.

### **5. Practice Report**

We were updated on the developments in the Primary Care Network for Leek & Biddulph and the steps which are being taken to initiate a Social Prescribing service and the progress concerning the development of a Clinical Pharmacist role for the Network.

The CQC review in early August went well and the assessor commented that they were pleased with the information provided. No further review is likely for 12 months.

The group will be developing a revised Practice Patient Survey to be carried out from November 2019.

The next meeting will be on Tuesday 1<sup>st</sup> October 2019 commencing 10.00am

BDP 4-09-19