**Minutes of the meeting of the Patient Participation Group, Marton Medical Practice, Blackpool**

**Wednesday 15 November 2017**

**Present:** Eileen, (Chair), Ruth, Janet, Christine, Sarah (Deputy Practice Manager)

**Apologies**: Marie (Practice Manager)

**Agenda**

1. **Welcome**. EB opened the meeting and welcomed everyone.
2. **Minutes of last meeting 20.9.17.** The minutes were read and accepted.
3. **Medicines Management.** Sarah distributed the August copy of the NHS document which showed that MMP have reduced the prescription budget by over £40000 during the past year. MC had provided a copy of the medicines which will no longer be prescribed by the Practice and which can be bought over the counter. MC also provided a copy of a letter from the Practice Pharmacist which will be sent to patients to explain why the medicines are no longer being prescribed.
4. **Patient Survey 2017.** This is in progress and will be sent out towards the end of November to patients over 75 yrs. of age.
5. **Reception Sign Posting.** This is a new initiative from the CCG to signpost patients to the most appropriate care when they ring for a doctor’s appointment. Sarah explained that receptionists will be trained to take on this task in January 2018 and the system will probably come into practice in mid-February. When a patient rings the surgery they will hear an introduction from Dr Luthra as Senior partner and will then be questioned by the receptionist so they can be signposted to the right person e.g. doctor, nurse, healthcare etc. There was considerable discussion about this and questions –

* Will the receptionist be aware of the age/ details of the patient they are speaking to?
* Will on line appointments be screened in this way?
* Will information be given to patients in advance to prepare them for this?
* Will there be notices in the surgery to explain the new procedure?
* Can patients refuse to participate and insist on seeing a doctor?

1. **Dates of Future Meetings.** These were agreed as:

**Wednesday January 17th 2018**

**Wednesday March 21st 2018**

**Wednesday May 16th 2018**

**Wednesday July 18th 2018**

**Wednesday September 19th 2018**

**Wednesday November 21st 2018**

1. **A.O.B.**

* RB to produce list of details of members of PPG for circulation at next meeting.
* Christine raised a concern about 3 people she knew who left had MMP recently because they were unable to get appointments or had had long pre booked appointments cancelled at the last minute.
* Janet asked if the Ansa phone was checked in a morning to ensure that it had clicked over from the out of hours service as she had rung on a couple of occasions after 8am but had still received the out of hours message.

**Next Meeting: Wednesday 17 January 2018 at 10.30 a.m. in Meeting Room 2**