

**PPG Meeting**

**30/03/2023 – Start Time 14:30**

**Attendees:**

Dr Aliaa Hasan – GP

MN – Deputy Manager

AS, AH, KN, GN

**Apologies:**

We had invited all PPG members no apologies received, although majority did not attend.

* Introduction of members
* Letter were sent out to previous attendees but not all have attended. MN has not been informed of any apologies. It was decided during the meeting to add information about PPG group on new registration forms so see if any new patients are interested. We will also display PPG posters around waiting area.
* Dr AH started with updating the members regarding the change in prescribing Salbutamol Inhaler to Salamol CFC. Patients who were switched to the new inhaler were all informed but many were not happy with this change. Dr AH explained the guidance from NHS England and informed the members that this was a greener solution to help reduce the carbon footprint. The members were asked if they felt there alternate approach they feel will help the communication between Practice and patient.
* Next point discussed was the review of the recent change in February 2023 where the Pharmacies are no longer allowed to order prescriptions on behalf of the patient unless they are a dossette patient. Dr AH informed the members that since the change has been implemented, the practice has seen a significant drop in the number of daily prescriptions being issued on a daily basis. All patients were informed 3 months prior to this change taking place and patients were informed if they had any concerns or knew anyone who would face any challenges could notify the Practice before the 1st February 2023 and Management Team would help resolve any issues.
* The GP’s reported that the time spent authorising prescriptions has dropped to less than half which means this frees up GP time to look into other requests/admin work that is pending.
* AS stated that he also has been having issues with the pharmacy . AS reported that if his medication is out of stock or there is a manufacturing issue then he is not being informed by the Pharmacy rather he is having to chase this up on a regular basis due to the lack of communication AS is receiving from the Pharmacy. MN stated she will contact the Pharmacy and see how they communicate with their patients and if they struggle they can notify the Practice who can then get in touch with the patient if needed. The other members discussed which pharmacies they use and their experiences have been.
* KN expressed she still finds it hard to get an appointment when she needs one. She stated that when she got through to the Practice they had all been taken and the next available one wasn’t for a few weeks. MN explained the booking procedure and asked if KN had registered for online access service to which KN responded with not having set it up. MN told KN to wait after the meeting was finished and she will help set this up for her as if she uses the online service or NHS app she can directly book an appointment of her preferred date and time without having to call the Practice. KN said she will give this a try. MN also booked KN with Dr AH the following Tuesday as discussed in the meeting.
* Expanding on the above, members were informed of our inhouse services which are now available in Practice and the PCN Hubs. (Physio FCP, Focused care practitioner, mental health practitioner, paediatric Nurses appointments/ Enhanced Access/CPCS/111 appointments) all these services are additional appointments to the daily appointments which are offered by our own Practice GP’s.
* AH said he has noticed a change in the Practice over the last few years. He stated that the Practice has come a long way and is much better in the way we are dealing with the patients and is happy that the reception staff along with the clinical staff are not changing as quickly as it was over the past few years. AH stated it is nice speaking to the same staff member who is aware of what is going on.
* The other PPG members agreed on the above statement and said the familiarity of the staff makes it easier to communicate and express any issues they have.
* Dr AH compared our practice to other practices in the country who still do not see any face to face patients due to Covid 19. Our Practice has been seeing all patients who require face to face reviews/assessments following the NHS guidelines.
* Dr AH reported that this week alone the number of positive cases for covid 19 has increased significantly and that the patients should be careful.
* AS brought up that he has heard rumours about the NHS going completely private. He asked what is the GP’s take on this and what her understanding is on this topic. Dr AH said she is unsure but most likely sometime in the future this could be a possibility.
* Dr AH also mentioned that the waiting time in Hospitals has increased and that we have some patients who are still awaiting for pre-op assessment and it has been over 2 years.
* Dr AH went around the room and asked each PPG member how they felt about the Practice. All were in agreement that they were happy with the services we are providing and that the staff should not lose hope with the few patients who can get out of hand. They agreed, compared to issues they have heard from family members and friends who are registered at surrounding surgeries they feel we are much better and phones are not as busy as they once used to be.

Meeting adjourned 15:15

Next PPG meeting TBD