Patient Participation Group Meeting

Monday 29th June 2015

Present - Jonathan McConnell (Chair), Mike Wreford, Sue Lamble, Gemma Sampson, Dr Mike Dowling, Melanie Chenoweth (Practice Manager)

1. Minutes of previous meeting – CQC report has finally been received, it is the draft copy and when finalised will be put on the website. Gemma asked if we could put the outcome on Facebook as well.
2. Online prescriptions and appointment booking is up and running. Patient need to bring in ID and use a unique email address to be able to do this. The old system will be stopped by the beginning of July.
3. Patient questionnaire will be sent put in circulation over the next few weeks. Melanie and GPs to finalise the questions.
4. Dr Julia is expecting a baby and is planning on starting her maternity leave at the beginning of October. We are currently advertising for a locum to cover the whole 7 months that she is planning to be away for.
5. It was brought for up discussion by patients that some of the prescription request counterfoils were very hard to see, they seemed to have become very squeezed on the page and didn’t include all the dosage and quantities. Melanie to look at this and try to increase the font.
6. Chemist automatically ordering patients prescriptions – are they over ordering for patients? This will be looked at by the prescribing team.
7. Out of hours providers at the weekends and evenings. Serco have now ended their contract and we now and the new provider (Devon Doc) are in the process of changing a lot of the clinic/car sessions. We need to watch this new service and see how it starts to effect patients.

Next meeting Monday 21st September 2015 at 6.15pm