

Wheatfield Surgery

Patient Participation Group - MINUTES

Date: Wednesday 28th October 2015

Time: 6.30pm

Attendees: Tracey Nyilas, Kyle De Ronde, Dr Esteki, Nayan Shah, Keith Melhuish, Graham Deaves, Barbara Betts, Sheila Long, Caroline

Apologies: Claire Hamill, Visu Suppiah

1. Matters arising from previous meeting

Prescription leaflet – GD passed round a draft of the prescription leaflet for patients he had devised. GD invited feedback on this leaflet

Action: GD to email draft prescription to TN who will forward to members

2. Members Update

Eric Shorter and Mary Lavella have taken the decision to leave the PPG.

3. Warfarin Clinic

Eric has a meeting scheduled on 3rd November with Pamela Fox at the L&D to discuss the warfarin clinic. Once Eric has had this meeting and reported back he has stated that he will stop work on his warfarin clinic proposal.

KM reported that he had been present in the surgery on three consecutive Monday's and did not observe any problems with the warfarin clinic patients.

AE reported that the warfarin clinic patients can be very noisy and disruptive and have been asked on several occasions to be quiet by surgery staff.

It was suggested that moving the warfarin clinic start time to 9.30am would help to ease the congestion in the waiting room as the initial Monday morning rush of surgery patients would have been dealt with

Action: TN to inform Eric of proposal to move warfarin clinic start time for his discussions with the L&D

4. Chairperson

Since the last meeting there has been a change in chairperson candidates. GD and KM have put themselves forward for chairperson. GD and Km left the room while the PPG members voted. The PPG members voted KM as the chairperson

5. Surgery Funding

TN outlined that the surgery is funded by the government and that all costs for running the surgery have to come out of this funding i.e. rent, utility bills, staff etc. AE later updated everyone that we shall be facing a 10% cut in our funding from April 2016. This may make it difficult for the surgery to provide some services. AE asked for the PPG's support to help get the message out to other patients in order to raise patient awareness

KM proposed a TV screen in the waiting room that would require regular updating to hold patient's interest. NS shared his experience of researching TV screen for the pharmacy and felt that there is a danger that the TV screen may just become another poster on the wall.

TN informed everyone that this had already been discussed with the partners and may be something that we pursue in the future

6. Health Topics

Monthly health topics was discussed, TN proposed that November's topic should be Flu vaccinations as the flu campaign runs until February 2016 and the surgery needs to increase uptake. Following November it was agreed that the monthly health topics are aligned with the public health campaigns

Action: TN to establish what the public health campaigns are for the coming year and organise leaflets and information accordingly

7. Notice Boards

TN and KDR have reviewed the waiting room and have established a plan for the notice boards. TN has ordered some new posters and will begin work on updating the notice boards shortly

8. Waste Bin

There have been problems with the waste bin not being emptied. NS stated that this is not the pharmacy's responsibility as it is not on their rented space. TN advised that the bin is not currently covered by the cleaners contract but will be looking to update this. In the meantime, TN shall organise a rota for the surgery staff to empty the bin

9. Meeting timings

After discussion with the partners, TN asked the group how they felt about moving the meetings to daytime. TN would be able to guarantee GP attendance at every meeting if it was in the daytime. A lot of the PPG members would be unable to attend in the daytime so it was agreed to keep the meetings to evenings.

It was agreed for TN to update System Online with PPG information and to consider a mail out to patients from different demographics to try and encourage more members to join

Next meeting: Wednesday 9th December 6.30pm