



**Woodside Medical Practice
Patient Participation Group Meeting
Minutes - Date: 03/09/2015**

Present:

D C - Woodside Patients

K A – Practice Manager

Apologies:

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
<p><u>Meeting Minutes</u> PPG needs minutes and action log for each meeting – to keep track of items discussed and agreed and any actions arising from this</p>	<p>KA – to record minutes for each meeting and issue accordingly</p>	<p>Minutes for 23/07/15 have been sent out</p>
<p><u>Group Membership</u> PPG needs additional membership – ideally from regular contributors, but everyone who wants to make any contribution, in any way is welcome</p> <p>Group discussed a range of ways to promote the group and its works including:</p> <ul style="list-style-type: none"> • Flyers • Posters • Digital Signage in WMP waiting Area • Emails • Local Radio • Local Free papers • GP / Staff promotion • Word of mouth • Coloured leaflets – handouts for waiting area • Conducting surveys in waiting area 	<p>KA to work on pulling together a range of formats and style based on these ideas</p>	<p>03/09/2015 - Group agreed to try alternative times for meetings – perhaps running alternate between daytime and early evening times</p> <p>Next meeting to be 5.00pm on Thursday 15th October 2015</p>
<p><u>PPG Promotion</u> General discussion around posters, signs and digital signage in the practice Group felt the digital signage, scrolling message scrolls too fast</p>	<p>KA to work on timings and content of digital signage</p>	<p>03/09/2015 – KA had put flyers around the practice and is working on digital signage etc</p>
<p><u>Community Links</u> JS asked KA whether she would be interested in becoming a Board Member for Park Lane Centre</p> <p>Group had general discussion about building community links between the practice, its patients and various interested / invested other parties</p>	<p>JS to speak with PLC Board at AGM 03/09/15 and feedback</p> <p>KA to speak with partners at WMP and feedback</p>	<p>03/09/2015 – Await feedback from JS</p>
<p><u>NAPP</u> KA raised discussion about PPG re-starting its affiliation with NAPP – National Association for Patient Participation</p> <p>Group discussed possible benefits of membership</p>	<p>KA to take request to Partners - £40.00 pa annual subscription</p>	<p>03/09/2015 – Group decided to wait on this until the group is more secure in terms of participant numbers</p>
<p>KA signposted: <u>PPG Event 23 September 2015</u> Telford and Wrekin running a PPG event (1x GP, 1 x PM and 2 x PPG Members)</p>	<p>KA to follow up on possible attendees?</p>	<p>03/09/2015 – Practice unable to attend this year – will look for future events</p>

<p>Topics include: Setting up PPG Benefits of PPG Making your PPG work for you</p> <p>KA unable to attend</p>		
<p><u>EPS – Electronic Prescribing Service</u> General discussion about EPS – including practice’s Go live Date and the practicalities of how the system will work</p> <p>KA explained the brief detail she knew – (i.e. is a means for repeat prescriptions to go directly to a patient’s nominated pharmacy rather than being printed and the patient collecting the prescription and taking to the pharmacy)</p> <p>Discussion about how the practice would advertise / communicate / promote this service to patients</p>	<p>KA to discuss with partners and feedback</p>	<p>03/09/2015 – KA advised she had adapted the guidance issued by The National EPS Campaign and had made leaflets which are available to patients on the EPS and how it works.</p> <p>GPs and other staff are also promoting to patients</p>
<p><u>WMP Closures</u> Discussion about future practice closures (e.g. PLT) and putting up a notice in advance</p> <p>KA advised she had tried securing a fully annual calendar for PLT events – but it had not yet been published</p>	<p>KA – to develop system for notifying patients and other groups about practice closures in advance</p>	<p>03/09/2015 – date of next closure is Wednesday afternoon of 16th September 2015</p> <p>KA advised the practice team would be notifying patients from Monday 07/09/2015</p>
<p><u>Self-Check In</u> Discussion about self-check in machine – benefits and disadvantages</p>	<p>KA to feedback to PPG on practice decision</p>	<p>03/09/2015 – KA advised new Jayex self-check in is in place and up and running</p>
<p><u>Reception Staffing</u> General discussion about staffing – levels, times, positive feedback on improved interactions recently</p> <p>General discussion about signs – including ‘multiple ‘problems’ needs double appointments’, ‘number of hours lost to DNAs’, and ‘ring bell only once’</p> <p>KA gave general overview of practice development plans going forward – and processes to review, undertake and evaluate any developments</p>	<p>KA to keep group updated on future developments</p>	<p>03/09/2015 – KA advised there are ongoing developments which should be starting in September</p>
<p><u>Repeat Prescription Process</u> Discussion developed from Reception staffing levels about the processing and handling of repeat prescription requests</p> <p>This included concerns about mixed-messages and patients being sent to the pharmacy or home when the RP was actually in with GP for signing</p> <p>KA led general discussion about staffing levels, training developments etc.</p>	<p>KA to keep group updated on future developments</p>	<p>03/09/2015 – KA advised there are ongoing developments which should be starting in September</p>

<p><u>Electronic and Repeat Prescribing</u> DC raised two issues – specific to an individual patient, but discussed as there was only KA and DC present – but which had possible implications for other patients</p>	<p>KA to follow up one element with GPs and Pharmacy Team</p> <p>KA to follow up other element with Prescription staff</p> <p>To ensure in both cases that protocols are being followed</p>	
<p>Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together</p>		
<p><u>Date of Next Meeting:</u></p> <p>Thursday 15 October 5.00 – 6.00 pm Woodside Medical Practice</p>		