

<p><u>PATIENT PARTICIPATION GROUP MINUTES</u></p> <p><u>Thursday, 11 May @ 11:00</u></p> <p><u>Venue: Orchard Street Health Centre</u></p>

Attendees: Collette Fisher, Practice Manager; Nurse Jo Whight
Plus patient participation group members

Apologies:

No.	Item	Added by	Details	Action
1	Welcome			
2	Short presentation by Chris Hodby on Adult Safeguarding		What is safeguarding? Why Safeguarding for Adults is important.	Informative, educational and enlightening discussion which evoked numerous questions. This will be followed up with a short presentation on child safeguarding at a future meeting. Thank you Chris
3	Matters Arising		Waiting room update	New chairs ordered and arriving week beginning 22/5/2017
4	Staff Changes		Dr Whale has retired (December 2016). Receptionist Mary left at the beginning of March 2017 and Jenny left at the end of April. New starters: Dr Paru Subramaniam started in January and is working one-day per week (Tuesday); Dr Bianca Hawkins started in Mary working one-day per week (Thursday). We have a new permanent receptionist Abby who completed her apprenticeship with us in April and has been given a contract. We also have Gabby who will complete her apprenticeship in September. Nurse Sal has increased her hours from 4 hours per	PPG members wished to thank all staff for their continued support and care during these difficult times in general practice

			week to 2-days per week	
5	Complaints		<p>Two complaints were discussed: Patient felt unhappy that the issue of smoking was brought up and considered to be a factor in on-going health issues – GP involved wrote and apologised for any upset caused; but explained that doctors are expected to raise health issues; i.e. smoking, alcohol and diet.</p> <p>Patient requested immediate ear syringing – not prepared to oil for the allotted time. We reviewed our clinical guidelines & practice protocol. Apologised to the patient for any aggravation caused but reiterated the guidelines suggested by the receptionist and Dr Solway – enclosed an ear wax information sheet with an appointment for the future following the oiling regime.</p>	<p>PPG felt that doctors should discuss causative factors as a gentle reminder.</p> <p>PPG discussed pros and cons of ear syringing.</p>
6	Electronic Prescriptions		Fairly seamless – patients seem happy, few hiccups with pharmacies but on the whole all is well	PPG raised issues in regard to a local pharmacy with lengthy waiting times and staffing issues
7	Primary Care Support England		PCSE took over from SERCO last year – there has been extensive media coverage of the problems with medical record movement and new registrations across the whole country – things are slowly improving	
8	Practice Population		Rapid growth of patient population we are 400 patients up on this time last year and currently have just under 6000 patients registered. We have attracted extra doctors and additional nurse time which is helping enormously.	PPG asked when do we call a halt on registering new patients. We are only allowed to restrict registration under exceptional circumstances and then only following discussion with CCG and the area team. Luckily we are in the enviable position

				of having attracted two new doctors and additional nurse time.
9	Ipswich Primary Care		Collaboration between town centre practices to help with: Home visits/care homes/annual leave cover/admin back office support/policies and procedures etc.	Meeting scheduled for 18 May
10	AOB		PPG member suggested note on prescription counterfoil or appointment slips notifying patients of the cost of missed appointments	CF to update appointment slips.

Next Meeting: Thursday, 23 November 2017 @ 11:00