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# MINUTES of PATIENT PARTICIPATION GROUP Meeting, Monday 5th June 2017

1) The meeting opened at 1200.

Present: Dennis Ford (Chair); Toni Goodley TG; Joyce Lee JL; Dr. Michele Legg ML;

Patrick Legg PL (Practice Manager); Brenda Reeves BR; Elizabeth Sturton ES;

Ronnie Waterman RW; Margaret White MG.

2) Apologies from: Alfred Murdoch, Daniel Perriton, Elizabeth Hyatt, Joanna Gibson,

Sandy Ramdany.

3) Minutes of the previous meeting on 9th March approved without amendment.

4) Matters arising:

From July 3d. the **Beacon Centre** is not available for ‘drop-in’ patients Monday ~ Friday

0800 ~ 1830 but is available evenings and over weekends. If patients need medical help,

call 111 for advice; but if serious call 999 or go to A&E as before.

The **Patient Satisfaction Survey** is available on **System One** – the new on-line access

web-site for many practice services, making and cancelling appointments and personal information etc. To access the web-site, patients need to ask the receptionists, who will inform you of the information required and the process to be followed.

**Pharmacy First**: This service is ideally suited for children, over 65 year olds and those who are entitled to free prescriptions; and also outside normal working hours. The scheme has been set up to allow people with certain ailments to go straight to a pharmacy to receive

a consultation without needing to visit their GP to get a prescription first. Not all chemists have a PRESCRIBING PHARMACIST at all times that they are open, but they should be able

to ascertain where one can be found.

Prescribing Pharmacists are healthcare professionals qualified to dispense a limited range

of prescription only drugs and medications, without a doctor’s prescription, normally for only 7 days. On request from the ‘patient’ the prescribing pharmacist will conduct a short consultation (in private if necessary) to ascertain exactly what medication is required. If in doubt, regarding the request, the pharmacist will ring 111 or the surgery for further advice.

A list of the ailments that your pharmacist should be able to give you treatment for is contained on the practice website and on a notice in the surgery. A list of Island pharmacies opening late can be found in the County Press, which also indicates closing times.

Although originally designed to dispense medication to those who are exempt from paying for prescriptions, the system now makes provision to provide consultation and prescriptions for those who pay for their prescriptions.

**NB: In order for the practice to function efficiently it is imperative that patient records, i.e. Postal address, Landline number, Mobile number and E-mail address are up-to-date. Please report any changes to our receptionists.**

5) Practice update:

Staffing has remained largely unchanged since the last PPG meeting.

Regarding the recent internet virus problem, which affected so much of the NHS equipment in the UK, Tower House is arranged in such a way that its IT systems were unaffected.

6) **‘Age Friendly’ surgery**. Improvements suggested by the PPG members last year have all been completed. However, the process does not stop there, but is ongoing in all aspects

of surgery life such as staff training, dementia friendly changes and in all home visits –

especially offering support after discharge from hospital.

ML explained that **Micro –suction** is a specialised procedure used for removing ear wax when a water jet is inappropriate due to a patient’s previous operation(s) or condition.

PL went through the procedure for **repeat prescriptions** with a view to answering questions regarding the varied lengths of time required to access them from remote sources such as other pharmacies in and around Ryde. The process within the practice is the same for all, with the exception of some acute or hand-written requests, and is predominantly 2/3 days depending on when the request is received. The time taken for external bodies to receive repeat prescriptions can vary from the practice norm either due to their individual procedures and/or whether the patient handles the repeat request themselves or allows

the pharmacy to do it all for them.

**Prescribing Practices** are those which also dispense the medicines they prescribe themselves, often due to being in an isolated locality.

7) Questions & Issues from Members:

RW – Concerned about a patient in St. Mary’s possibly being discharged ‘prematurely’. Without specific information, it was not possible for ML to comment, beyond the general observation that the hospital has been under considerable strain for much of

this year, when pressure for beds was often acute.

Jl – Asked PL whether there is more that the PPG members can do to assist the practice?

Pl responded that he has been considering a number of ways in which he would like to involve the PPG members.

See the attached letter from me: ‘PPG Members Involvement in the Tower House Surgery’.

ML and DF left the meeting early due to conflicting prior engagements.

The meeting closed at 1330.

**PLEASE NOTE: NEXT MEETING will be on THURSDAY 14th SEPTEMBER @ 1200 ~ 1330**

**IF ANYONE WOULD LIKE TO JOIN THE PATIENT PARTICIPATION GROUP**

**PLEASE TALK TO ONE OF THE RECEPTIONISTS OR CONTACT THE**

**PRACTICE MANAGER – YOU WILL BE MOST WELCOME**