**PATIENT PARTICIPATION GROUP Meeting, Monday 26th November 2018**

1 The meeting opened at 1200.

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

Patrick Legg (PL) Practice Manager; Elizabeth Sturton (ES), Ronnie Waterman (RW)

Margaret White (MW)

Also Deborah Rooke (DR) from Healthwatch to see how this PPG operates.

2 Apologies: Joanna Gibson, Elizabeth Hyatt, Bobby Mason, Alfred Murdoch.

3 Minutes of previous meeting:

Item 7 on the Agenda should have read:

The Sensory Service is situated at The Riverside in Newport, and at Aspire MW

in Dover Street, Ryde. It is under contract to the IoW Council and the CCG.

4 Matters arising from Minutes: PL

A mirror on the wall opposite the car park entrance is awaiting progress by

the building’s owners, along with a number of repairs around the surgery.

At present, Cannabis Oil can be prescribed by consultants, but not by GP’s.

5 Practice update: PL

The practice has recently employed a Mental Health Practitioner; initially for

1 year. Apart from improving the practice’s MH services, it also frees up a

number of GP appointments since she can also prescribe. Appointments are

scheduled at 20 minute intervals, to allow sufficient time to fully understand

patients’ problems, as well as providing time to maintain practice and hospital

notes. The service is shared with the Argyll and Esplanade surgeries.

Enhanced access to GP services – update

One unexpected result of the new Saturday appointments, has been the ability

to help other surgeries, which find themselves temporarily short-handed, by

offering them Saturday appointments at Tower House.

Flu injections, for both age types, are now readily available.

A new Patient Questionnaire is in progress, and should be available in early 2019

6 Healthwatch and PPG’s: DR

Healthwatch is a national statutory body keeping a general watchful eye on

most forms of medical services around the country. It produces reports and

surveys to monitor health standards and results for Government departments.

Deborah Rooke was present to see how the Tower House PPG worked, and to

offer help if requested. Financed by the CCG, reports fully anonymised, are

escalated up to the Island Health Boards to indicate trends and possible problem

areas.

7 The Sensory Service JL/MW

The Sensory Service has monthly meetings at the surgery. A leaflet describing

the services it offers to patients with sight or hearing problems, and aids available,

can be found in the surgery waiting room.

8 Questions & Issues from Members: Chair

DF referred to the recent death of Daniel Perriton. A regular member of the

PPG for a number of years, Daniel will be remembered for his pertinent remarks

during discussions, and also for his wit and good humour. We are grateful for

the support he offered the PPG and is truly missed.

In reply to a question from ES, regarding who makes triage decisions at the surgery,

ML explained that the receptionists are comprehensively trained in triage procedures.

In the event that a decision is rather more complex, receptionists always have access

to a GP for advice, which may result in further discussion with the patient if necessary.

JL inquired into the availability of prostate cancer clinics and tests via the surgery?

ML replied that GP’s are quite restricted in what tests they are allowed to initiate

due to some PSA tests producing unreliable results. Further testing depends on a

number of factors, such as need and/or symptoms, rather than just the PSA number.

# **PLEASE NOTE THE DATE OF THE NEXT PPG MEETING IS**

**WEDNESDAY 27TH FEBRUARY, 2019 @ 1200 # 1330**

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

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

**PRACTICE MANAGER AT THE SURGERY – YOU WILL BE MOST WELCOME**