

Minutes of the Patient Participation Group Held on Thursday 24th October at The Marsh Medical Practice at North Somercotes.

Present: Lorraine Green Joan Page Sheila Pearce
 Terry Clayton Elaine Bonnett
 James Mahaffy Manjit Bains

Lynn Chapman took the minutes

Apologies received from Dr Parker, Abigail Crossley, Ian Rowson and Jane Caws.

LG to ring Lorraine Dowlman to apologise.

LG welcomed and thanked everyone for attending.

LG thanked members of the group who attended the recent flu clinics for their invaluable help and generosity for all donations received i.e. cakes, tea/coffee/milk/biscuits.

Waste drug boxes have been collected at both sites. JP to speak to teachers at school for ideas on how to get the message across regarding wastage of medication. LG said she could do a valuation of the drugs if/when required to highlight the cost. Several suggestions were made which gave JP pause for thought.

Profiles of PPG members for website – still awaiting short profile for certain members. A few words about oneself is all that is required. Please email to LG.

LG informed the group that JC would like to set up a mindfulness group either in the surgery or the village hall at both Somercotes and Manby for people with mental ill health. LG to discuss at next Partner's meeting before making a decision.

Questionnaires – LG informed the group that she would be sending out questionnaires as before. These would be merged with GP questionnaires which are required by the GMC for GP's annual appraisals.

Dr Carl Deaney introduced himself to the group and said how impressed he was that the practice had a PPG.

LG said that she would like more ideas with regards to suggestions for the agenda and how to get feedback in/out of the practice.

JM raised his concerns that he felt Manby patient's, because of closing Tues and Thurs afternoons, were receiving a lesser service. LG stated that there are no clinics at N/S on a Wed p.m. and felt that patients at both sites were treated exactly the same. LG to discuss with Drs.

JP said that one of her friends had been in to surgery to collect her prescription and was told that we are unable to supply and this had happened several times.

- 2 -

LG informed the group that a large drug manufacturing company in India had had its licence revoked and therefore, this had caused major problems in securing stock of many drugs. Poster to be put in waiting room at both sites to make patients aware.

EB expressed concern that recently, she was waiting in the waiting room at Manby and GPs and Nurses were running late and patients were not informed of delays. She noticed that when people booked in some were told of delays and others were not. There was no consistency. She stated that she had to wait for over an hour and there were no books or magazines and parents were also commenting on there being no toys for children to play with. LG reiterated to the group that because of infection control, no books/magazines or toys were allowed in the waiting room. LG to arrange posters to inform patient's of this. It was also suggested that it could be advertised in Communications (also message regarding telephone ordering of meds) and maybe as an add-on to the opening times. LG to speak to receptionists regarding informing patients' of delays as forewarned is forearmed.

LG announced that the Practice is NOT being sold contrary to popular belief.

It was suggested that the Practice have drop-in clinics for patient's to raise any concerns that they may have regarding the Practice. Quite a few members of the group were happy to volunteer. LG to discuss with doctors and aim for start i New Year.

It was suggested that the Minutes be put onto the website sooner but LG said they would be put onto the website after being agreed at each meeting. Minutes are all up to date on the website.

The group thought it might be a good idea to have a laminated copy of the Minutes in the waiting rooms. LG to discuss at next meeting.

MB asked if there was anything the Practice particularly wanted for the surgery as they currently had around £200 at present but were still collecting. LG to discuss with Drs.

It was suggested that a TV may be a good addition to the waiting room especially now there are no magazines/toys etc. and also if/when GP's are running late. LG said that TV's were available which were paid for by advertising features. LG to look into a trial.

Next meeting – Thursday 23rd January 2014 at Manby surgery @ 9 a.m.