

W & P

MINUTES PPG MEETING HELD AT THE WEM & PREES MEDICAL PRACTICE (PREES SITE) THURS 27/02/2020

Present	Daphne Smewing (DS) Glynn Woollam (GW) Ted Davies (TD) Nancy Perks (NP - Administrator W&PMP) Dr Patrick Beresford (PB - Senior Partner W&PMP)
Apologies	Pauline Dee (PD) Noreen Caldwell (NC) Vikki Stephenson (VS) Ralph Tracey (RT) Tracey Griffiths (TG) Bev Langton (BL) Caroline Morris (CM)

Item (a)	Discussion and Decision (b)	Action (c)
1. Welcome & Apologies	Pauline Dee Noreen Caldwell Vikki Stephenson Ralph Tracey Tracey Griffiths Bev Langton	NP to Forward minutes
2. Minutes Of previous meeting	NP Apologised previous minutes finished abruptly, going forward these will be promptly typed and sent out to the group via email and displayed on the boards at both sites.	
Matters Arising.	TV Screens- PPG member's names and how to contact now displayed on TV screens at both sites. Terms of Reference - still being reviewed Ongoing CM, hope to feedback next time.	CM/NP to complete for next Meeting.
3. Staff/Recruitment Update	MA Left the practice, NP will be supporting the PPG going forward. Practice Nurse Jade is currently on Maternity leave, temporary Practice Nurse Sarah is covering this period. Welcome to the practice Sarah.	
4. Econsults & text messaging	Text Messaging- Went live January 2020 Patient must opt in to use the service with the reception team. Used for General communication, informs patients about normal results (patients need to request at time of test) ask patients to book appointments. Econsults -Went live Log onto the link for e-consult via W&PMP. Econsults are assigned to one GP for the day, and are actioned within 48hrs. All queries regarding children are telephoned by the GP responsible and triaged in the normal way. Can communicate with the patient via email and organise for prescriptions etc as necessary. Reduces the need for face to face appointments, helpful for those at work or who can't travel. TD suggested we contact Philip Moyse regarding promotion of the new services, thankyou TD for the email address.	NP to email PM.

5. PPG- Prescriptions	TD reports that some prescriptions taking longer than the 72hrs, especially script requests from consultants. PB and NP Explained about the routine nature of scripts from the consultants and that if they were urgent the consultant can prescribe during the appointment. NP asked TD to enquire about this on an individual basis if encountering delays and not wait for the PPG meeting, especially if queries regarding personal prescriptions so this can be dealt with straight away.	
6. Patient points	<p>Request for Handwashing stations at Wem, CM is aware of this request, information left by a patient for CMs review on return from leave next week.</p> <p>Patient Toilet Prees - The toilet in the foyer Prees is not Out of order but unfortunately is being misused; faecal waste is being put in the sink and spread around the bathroom area. It Only seems to happen in one of the patient toilets, so the 'out of order' sign to remain in force for now in the hope this stops happening. It was felt that a Key system for the patient toilets would not be appropriate as delays to use the facilities could be encountered.</p> <p>Recruitment and new PPG members – recruitment process to be reviewed for discussion at the next meeting, hopefully edited terms of reference will be available then to. All agreed that the PPG must not become a 'sounding board' for personal issues, and that individual issues with the practice must be dealt with on a separate basis, the group is looking forward to positively supporting the practice.</p>	
8. Any Other Business	<p>Resignation - The PPG has unfortunately received an email of resignation from BL, DS will email to accept resignation and wish all the best. The practice and the PPG would like to thank BL for her input and support during her time as a member of the group.</p> <p>RT and DP attended a recent CCG/PPG brainstorming meeting, which was very interesting, and RT has attended a recent Shropshire Patient group meeting. RT and DS meeting with CM next week to discuss the findings, and how they can use the ideas from the meeting for W&PMP PPG.</p> <p>TD suggested it might be difficult for some of the PPG members to get to both sites for meeting and GW suggested that they could share lifts where necessary. The PPG members to organise between themselves where possible.</p>	DS to email BL
9 Date of Next Meeting	Date of next meeting to be confirmed after DS and RT meet with CM	

Distribution:

ALL GP's

PRACTICE MANAGER

PPG members