**Broom Leys Surgery**

Patient Participation Group Meeting

Minutes

**Date: 26 March 2019**

**Time: 6.00 pm**

**Venue: Waiting Room**

**Attendees: Ena Cousins, Carmelena Neilson, Ann Dickinson, Catherine Leeland-McLaurin, Gracie Smith, Gordon Smith.**

**For the Practice: Pauline Beall**

**Apologies: Dr Stuart Scrivens, Lesley Heritage, Frances Johnson, Colin Statham**

|  |  |
| --- | --- |
|  | **Welcome and Introduction**  **Previous Minutes from 26.2.19**  Addressed and passed as okay.  **Today’s Meeting Agenda** is attached, and started as a welcoming introduction by Pauline Beall. Pauline then went on to discuss the end of year accounts to the end of March 2019, from August 2018,and that we now have only one bank account so they have all been condensed, and that she has nearly completed the Data Protection Tool. |
| 2. | **Alzheimer’s Society**  Pauline showed the Toolkit for Dementia Friendly Support and offered to email this document to all members as it is quite large and too large to photocopy for each individual or equally members can download it and look for themselves.  Clare Guyon and her new role and introduction/induction where she has had positive feedback, how hopefully we can help people with Dementia and use the Dementia Friendly signs. Looking at ensuring Surgery website and Dementia Friendly posters etc are all in place and up-to-date and Pauline will ask Becky’s assistance with this.  Mental health will also be developed, hopefully we will have a GP with a Special Interest and some coordination in progress, and possibly open at a later date for groups if necessary but the Surgery will identify this ie by their patients and carers that are held in the Surgery.  Grace Smith – praised the Surgery and acknowledged that she does work within this area and field of practice and thought it was very positive that the Surgery took this on board and were prepared to raise awareness and get these issues out there. We have encouraged Grace to assist with ideas and she is happy to do so and feedback to us. Grace also went on to say, it is useful for patient’s to be listened to, rather the carte blanche attitude of assuming everything is okay and this again was something Grace supported.  Cathie Leeland – mentioned about the pull yourself together approach as this works sometimes for patients. Pauline said that she is open to any ideas and said to put the Alzheimer’s pathway process in place, and will review the tool and encourage patients if and when identified.  Carmelina raised the fact with other PPG members about if they had any items or agenda that they wanted to discuss at the meeting to let her know prior and it could be added to the agenda |
| 3. | **Medical Reviews**  Medical reviews were discussed with regards to patient’s medications and the questions whose responsibility is it, Carmelina used herself as an example saying that she had been refused medications and had run out. I discussed this with everyone, informing them that Surgeries do not refuse medications and that Pharmacies can always supply up to month if they are happy and request the prescription as soon as the Surgery is open. Anne replied that she gets her order and request the copy of prescription and usually books her annual “MOT” as she calls it and identifies who she needs to see. Pauline gave an in-depth discussion are meds okay and this is what we would do; check that you are okay, check that meds work which is why we need to do medications in the surgery as opposed to the Pharmacy carrying theirs out.  I informed about the new birthday recall which potentially can take 12-18 months for us to get into place, but we are working on this now, and should be problem free.  Pauline raised Kim, Emma and Alice’s roles again within the Medicine Coordination and any queries etc. |
| 4. | **Coffee Mornings**  Cam discussed about a poster and decided that she will wait to see Lisa Manley to support this for the coffee morning and went on to discuss specific dates about these meetings.  Anne mentioned again about donations that patients had offered with regards to the coffee morning and it was discussed about the potential to raise for money for a new ECG machine. Cam thought it would be a good idea to have a fund raiser box and a chart etc with targets on so that everyone can see what goals, and what we are achieving.  Cam asked the dates for PPG members to cover in April, Anne and Ella are going to cover the 5 April, Cam and Cathie will cover the 19 April. Cam requested diabetic biscuits and possibly some sweeteners for the coffee morning, and confirmed that the next meeting date for the PPG is going to be on 30 April and if everyone can let Cam know to confirm this date. |
| 5. | **Any other business**  Mr Smith to raise about patient watch, who are people that go round hospitals and share information, help patients out and thought this might be a good idea to share.  Pauline finally mentioned that she is looking into the new phone system and Cam asked about the call recording suggested and it was mentioned to Cam that a new recording had been undertaken and was now to 57 seconds.  At that point, I thanked everyone for attending the meeting and wished everyone a safe journey home. |