**PPG Meeting 20th April 2023**

**Present**

Anne Thorpe

Tanya Pare

Amy Shepherd

3 patient group members

**Apologies**Dr M Staite

Helen Lippitt10 patient group members

**Agenda**

**Previous Minutes –** Items from the previous meeting were discussed:-

1. **Dispensary** – Due to the previous discussion around Dispensary, Amy (Dispensary Manager) joined today’s meeting and introduced herself and explained some of the changes she’s helped to implement over the last 6 months. The focus has been around improving the speed of turnaround for prescription collections. Amy is aware of the car parking issue, but with the improved turnaround this should minimise the time dispensing patients need to spend at the surgery, also by dispensary staying open during lunch hour it gives dispensing patients another time to come to the surgery where there should be more parking spaces available. Amy is also looking into Pharm24 which works in a similar way to Amazon lockers and would enable patients to collect their medication securely without needing to come into the surgery, and could be available in evenings and over the weekend. Amy explained that there are restrictions i.e. for controlled drugs and there is a high cost involved, so this is something she’s working on to weigh up the benefits and risks.
2. **Funding/Peter Scott** - A facebook post from councillor Peter Scott was on the agenda about GP practices applying for funding and to discuss this further, however, it was agreed to postpone this item and to check with Helen upon her return, as she handles accounts and funding.
3. **Car Park** – A discussion was held around the car parking issues. A PPG member had previously discussed with Helen and had agreed to contact the police and the highways agency about concerns on Granville Road, however the car park is private and is our own responsibility. The email that was received back from the police was dismissive and nothing else received since then. There also wasn’t a positive response from the Highways agency. PPG member has also pointed out that we are asking patients to be sensible and considerate when parking, however the delivery man for the pharmacy parks on the double yellow lines. Anne and Amy have made a note to discuss this with the delivery man.

Discussions were had about different possible solutions but ultimately agreed that not a lot can be done, and that regular reminders to patients via social media might be the best thing to do.

1. **Reception -** Tanya introduced herself and explained about her roleat the surgery. There was then a discussion around social media and comments about reception/the practice on Facebook. To address feedback on social media, it was suggested that the person in charge of social media replies to the comments offering the person to contact us on the practice email address to discuss any concerns that they have. To be confirmed once email address is setup.
2. **Text Messages/POD** – It’s been reported that there is confusion with some of the text messages received by patients. PPG member mentioned that some of the information has too much jargon and acronyms and patients don’t understand it. This led to a discussion about POD and the way patients order their repeat medication. It was agreed that as far as we are aware, Late Night Pharmacy shouldn’t be taking prescription requests over the phone and Anne is going to call Stephanie, POD manager, to look into this. Tanya confirmed that POD is the first port of call as it helps support the practice with minimising calls about prescription ordering. However, Anne addressed that POD is not the only way to order, as some patients have been led to believe. It was agreed the benefits of POD are to be communicated more clearly, along with other options that patients have for ordering. Tanya also added that she has and will continue to support patients in explaining/showing them how to order by email/online, but overall reports that prescription queries have noticeably declined this month.
3. **Extended Access –** There was confusion about surgeries merging into one, Anne explained that this could be to do with a misunderstanding around extended access. Discussion around extended access clinics in evenings/weekends at other surgeries within the Newport PCN.
4. **Breast Lump Referrals** – Anne confirmed that Doctors are aware about 2-week referral.

**Any other business** – Waiting time for phone queue was discussed, Tanya responded that there may be changes to the phone system, including the use of dial numbers for depts including dispensary which should help queue times. We cannot have any additional lines added because we don’t have more receptionists.

Discussion that GP service these days is depersonalised due to technology, pandemic, increased number of patients. It was agreed that we are going through a period of change due to the number of patients and increased demands, and by adopting a modern approach, using technology to our advantage can help us to be more sustainable, however, we still aim to be pleasant, and offer a beneficial health service.

Discussion around check-in screens. We are currently looking into alternative provider for check-in screens.

**Date for Next Meeting**

Wednesday 21st June 2023 3pm to 4:30pm