

Patient Participation Group - Minutes of the meeting held on 18th September 2024

	Item	Issue	Action	Action to be completed by
1.	Attendance	<p>In attendance: 13 members</p> <p>Apologies: 4 members</p> <p>Minutes: 1 staff member</p>	N/A	N/A
2.	Review of mins & actions	<p>Look at the lift access for patients in New Lubbesthorpe – only for people who actually need to use it.</p> <p>Michelle to get Pharmacist to Attend next meeting.</p> <p>Michelle to work with Ellie (Admin Member), John and the developers around the website updates.</p> <p>Please can all PPG members have a think about how to improve continuity of care. Rolled over from last meeting.</p> <p>Minutes to be added to website</p>	<p><i>ongoing action</i></p> <p><i>Get clarity on the lift – How many people can fit in the lift? JL advised this would be a commercial lift holding a high number of patients. Specification to be obtained from Charterpoint. JL to follow up</i></p> <p><i>Pharmacist here today</i></p> <p><i>John has been working through the website and Ellie has been making significant changes to it. Please all have a look at it to let us know what you think.</i></p> <p><i>Still to be discussed. Some pilots in place for very complex patients.</i></p> <p><i>This to be the main agenda item as the main item for the next meeting</i></p> <p><i>MC to add minutes to the website from every meeting since April.</i></p>	



		<p>When booking online appointments. That if you try to type in the medical reason for the appointment before booking the slot will have gone!</p>	<p>Any future upgrade to this system needs to allow the reason field to be editable after appointment booked – James responded that currently that part of the system is not under our control and we have fed this back before to the development team.</p>	
3.	Pharmacy Team update	<p>“If a patient is wanting a specific type of medication issuing (e.g. capsules, tablets, cream or ointment) can this be specified on the prescription? “</p> <p>“How are supply outages handled?”</p> <p>“It shouldn’t be on the patients to be chasing different pharmacies for stock that is MCS”</p> <p>“Do we keep data of switches of medications for patients and their reactions”?</p>	<p><i>Yes – this is something we can specify. The pharmacy should be issuing what is exactly on the prescription.</i></p> <p><i>We have quarterly reviews with the pharmacy to discuss stock issues.</i></p> <p><i>Pharmacies won’t necessarily tell patients that there is a short-term manufacturing problem with stock and to go to another pharmacy as they don’t want to lose business, they tend to give “owing slips”.</i></p> <p><i>Due to there being only 2 Pharmacists in the practice it wouldn’t be feasible to call and chase all the MCS prescriptions. Janet Cave expressed that the ICB should be investing in a system that would support this.</i></p> <p><i>Concerned that there is no data on how patients have reacted to switches in medication.</i></p>	



		Monitoring of high-risk drugs and data	<i>Michelle to outline how this is done in the next meeting as JL stated that we did not have time to review</i>	
4.	Standing agenda items	<p>Latest Patient count</p> <p>Website</p> <p>Changing “Patient Triage” on website. Feel it should state something showing “Non-Urgent Patient triage”</p> <p>The blue man on the website doesn’t actually explain the purpose so patients won’t know what this means and why it is there?</p> <p>On the website look at the cancellation buttons and the appointment buttons</p>	<p>Practice current patient count – 16,669</p> <p><i>Ask Michelle to change the wording on the website and gain clarification from John if needed and MC not present</i></p> <p><i>Should give an explanation when patients go onto the website so that they can make the most of this. Accessibility icon. MC to action</i></p> <p><i>Differentiate between both “appointment” buttons. 1 button should explain the appointment processes and 1 appointment should be making an appointment. Cancellation button needs to be a lot more straight forward. MC to action</i></p>	MC
5.	AOB	<p>JW was happy to see that publication in the your local magazine but she highlighted that the content was signposting pts into using digital outlets. Request to continue to duplicate info on website etc.</p> <p>Continuity of care to headline to the next meeting as this has been mentioned on numerous occasions and want to get it streamlined.</p>	<p>JL took the comments on board for future articles.</p> <p>To be given the appropriate amount of time at the next meeting. MC to allocate</p>	

Action Log Summary

Action Number	Summary of action	Owner of the action	Deadline
1.	Look at the lift access for patients in New Lubbesthorpe – only for people who actually need to use it - <i>Specification to be obtained from Charterpoint</i>	MC	ongoing
2.	Please can all PPG members have a think about how to improve continuity of care. Rolled over from last meeting.	All PPG members	Next meeting
3.	Michelle to add minutes to the website	MC	Next meeting
4.	Website changes	MC	Ongoing