**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 17TH JULY 2018**

**Attendees: Apologies:**

Trevor Hancock Dr Brand

Julie Hykin Doris Clarke

Ray Bunn Peter Clarke

Dr Johnson Tony Parker

Maggie Ward

Gail Crawford

1. **Minutes from Previous Meeting:**

All agreed a true record.

1. **Matters Arising**

Maggie will send an email to Bowel Screening representative Gurmej Dhinsa asking her to let us know what date she would like to come into the surgery to promote Bowel Screening. She will also be informed that a PPG member, if available, will come in and assist her.

1. **Friends & Family Test:**

2 cards were received for June 2018.



1. **Online Services:**

The practice has reached 29.01% which is above last year’s national aim of 20%. However, to achieve last year’s CCG aim of 30% the practice require approximately 49 more patients using online access.

Ray informed the group that for a period of time and without reasoning, he could not access his online access account.

Julie said that other patients had reported a similar experience to her.

Maggie will try to ascertain why this may have occurred.

1. **Cupcake Day:**

Julie informed the group that £65 was raised during the Cupcake Day event and by gift aiding the amount to Alzheimer’s Society charity they received the amount of £81.25p.

A letter of thanks was sent to Julie.



1. **Car Park/Litter Picking:**

Trevor, PM Karen and NHS Properties have a meeting arranged on 23rd July 2018 to discuss the outstanding issues raised in Trevor’s letter to NHS Properties dated 29th May 2018.

1. **Printer/Laminating Materials:**

Julie stated that currently all costs of consumables for the printer/laminator are being covered by her own personal household cover.

She will approach the practice if and when she incurs any costs that require reimbursement in the future.

1. **Any Other Business:**

Julie shared information regarding a presentation she’d attended that gave details of a central hub, having technicians and pharmacists, being introduced as a 12 month pilot in December 2018.

The premise of this is to enable patients to order their prescriptions without going through a pharmacy. Patients would still be able to order their prescriptions online or at the GP’s surgery but not at a chemist.

It is hoped to relieve the pressure off reception staff, but is being introduced mainly to try and prevent the huge amount of unnecessary prescription items being repeatedly re-issued and stockpiled by patients.

It will be monitored, but as yet the amount of telephones lines is unknown. There will be an answering facility to let callers know where they are in the waiting queue.

It is unknown which surgeries or if all will take part in the scheme.

Dr Johnson raised her concerns that the Hub would need access to the computer systems at all the GP surgeries and because not all surgeries have the same computer systems, she wasn’t sure how that was going to happen.

Julie had recently attended a MacMillan Steering Group meeting where she gave them feedback from Dr Johnson’s comments made in the last PPG meeting, 22.5.18, regarding insufficient funds being paid to practices to cover expenses of taking part in the project.

Julie was informed that costs would be covered for practices and mentioned a nominal fee.

Dr Johnson explained that the money available would not cover the staffing hours for training, the increased cancer care review time to 30 minutes and clinician’s salary.

**Dates of Next Meetings:**

 **16.10.18 at 2pm –** Please note this date change from the original 2.10.18

 **22.01.19 at 2pm**