**The Grove Medical Centre**

**Patient Group Meeting Minutes – 6 November 2023**

**Present – The Grove Surgery staff - Gary Lewis & Donna Tuff**

**Patients: Bridie Dennis, Neil Hoskins, Maria Norgate, Karen Sandford**

**Apologies: Pat Strack**

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|  | **Item** | **Status** |
| **1.** | **Agenda Item** B/F from earlier meeting in July |  |
| Clinicians to have new triage leaflets to distribute during consultation.  This happened before live date  Confirmed that a chaperone will be available for appointments  The importance of continuity is recognised and patients can request to see a particular clinician. The surgery will accommodate this if possible. The GP will have a brief patient history. | complete |
| Action:  None |  |
| **2.** | **Agenda Item** B/F from July Social Media |  |
| The CQC wants us to use social media. The surgery would like to publicise events such as the cardio event on 13 November and campaigns for vaccinations. We decided that Facebook is easiest and best for our purpose. |  |
| Action:  GL & KS will liaise on this | underway |
| 3. | Agenda Item B/F from July Talking Newspaper |  |
| BD has been in touch with REBS talking newspaper and has a contact. |  |
| Action:  BD to contact and ask them to include an item on vaccinations and the cardio event 13 November – they confirmed that this will be in the edition on 9 November | complete |
| 4. | **Agenda Item** New member interest |  |
| The person who was interested is no longer available | complete |
| Action:  Keep advertising and looking for more people |  |
| **5.** | **Agenda Item** New appointment system |  |
| This came in on 7 October and is going well. The surgery will look at the number that result in appointments and any change in current numbers. Is it increasing or reducing capacity to see clinicians. GL and surgery will collect information on this.  In January/February 2024 GL would like to repeat the survey that was carried out in the summer. This will cover the same questions for comparison and add some more specific questions |  |
| Action:  GL & DT- 2024 Winter survey – what additional questions are needed?  All – how and when will we distribute?  GL & surgery staff to collate information on outcomes from completed forms submitted by patients | await |
| **6.** | **Agenda Item** On line prescription requests |  |
| Requests for repeat prescription submitted on NHS app and Patient Access come to the surgery using the same system.  Some requests have been marked rejected by GP with no reason and the only guidance is to call the surgery. When contacted the receptionist did not hold any further information and made an appointment with the pharmacist.  This could lead to a delay in receiving a prescription and required medicines. In some cases this could be very serious.  GL will investigate and see if a note could be added to the on line system or some notification to the patient so that they do not run out of medicine. |  |
| Action:  GL to look at repeat prescription system from surgery side and see what can be done | await |
| **7.** | **Agenda Item** Newsletter |  |
|  |  |
| Action: This is a long newsletter as it includes the new triage system and extra information on vaccinations and managing flu symptoms at home.  KS advised that it is being amended and we will have copies this week.  GL would like to be able to send it to patients via email. Many companies have a blanket anonymous system that sends to multiple recipients and this would be a good way to publicise  Information. KS has a contact in software systems and will investigate | Complete  underway |
| **8.** | **Agenda Item** Communities 1st Blood Pressure and Cardiovascular Health event  Monday 13 November 2pm – 6pm – Aberford Hall |  |
| The surgery will have a stand and DT will be setting up from 1pm. NH will get there for 1 to help.  We will have one of our clinical pharmacists at the event.  Anyone who can, come and represent the PPG too! |  |
| Action:  Anyone who is able to come and support for a while |  |
| **9.** | **Agenda Item AOB** |  |
| Medicines reviews – we discussed the reasons behind these as sometimes there is just one medicine and also a medicine may have been prescribed by a hospital consultant.  The surgery is responsible for ensuring patients wellbeing. Usually the clinical pharmacist will discuss that medicines are still relevant, check what non prescribed medicines may have changed and also may be able to identify side effects. | complete |
| Action:  None required |  |
| **10.** | **Agenda Item AOB** Potential alterations to the surgery |  |
| The Surgery is exploring funding sources to replace the waiting the room flooring; make additional facilities in the waiting room; divide some of the larger clinic rooms. This will increase capacity and allow clinicians to see more patients. | underway |
| Action:  GL and surgery |  |
| **11.** | **Agenda Item Next meeting** |  |
|  | Monday 15 January 12 for 12.30 |  |
|  | Action:  All to read minutes and put forward items for agenda |  |