

Minutes of Orton Bushfield Patient Participation Group (PPG)

5th August 2019

Item			Action					
1	Attendees:	AB CD ID RP PW	CM NP KF PC TC					
Apologies: KH								
2	Minutes							
The minutes of the previous meeting were agreed and signed as a correct record.								
3	CQC							
The PPG discussed the article published in the Peterborough Evening Standard, especially the misleading section which seemed to suggest that Dr Marimuthu had had her medical licence suspended, rather than had been suspended from running the practice. Just to reiterate, Dr Marimuthu is still a fully licenced GP.								
4	Did not attend							
<table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Doctor</th> <th style="text-align: center;">Nurse</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">July 2019</td> <td style="text-align: center;">58</td> <td style="text-align: center;">78</td> </tr> </tbody> </table>			Doctor	Nurse	July 2019	58	78	
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July 2019	58	78						
More appointments have been available which may partly explain the increase in DNAs. NB: the Nurse figure may be higher as some appointments are 2 or even 3 slots (i.e. a diabetes check) which will be recorded as 2 or 3 DNAs.								
5	Staffing							
<ul style="list-style-type: none"> • No changes in staff • Locum appointments are now available online, previously the system wasn't able to show locum pre-bookables 								
6	Telephone system							
<ul style="list-style-type: none"> • Trialling having three people available to answer the phones between 8:30am to 11am to help with high call volume 								
7	Refurbishment							
No movement – ID has not been able to reach contact at NHS Property Services. It's possible his role has changed, will investigate.			ID – call NHS PS					
8	Peterborough Forum							
AB gave a brief report of the latest forum meeting. She had been asked to get the PPG's thoughts on the best location for the walk-in centre. The meeting agreed that the current location was ideal.								
AB also shared that other PPGs have speakers at their meetings, e.g. health charities, clinicians, local health organisations, which are open for all patients of the practice to attend.								

Item	Action
9 PPG Confidentiality Policy CM will ask Dr Shah to review our proposed policy for the PPG	CM
10 Repeat Prescriptions <ul style="list-style-type: none"> a. Medicines reviews – the reviews with patients are ongoing, the repeat prescriptions have all been reviewed by a clinician. b. Signage – CD provided a sign reminding patients that scripts should be requested online and not over the phone. <p>Repeat prescriptions won't be issued until less than a week before the drug is needed. This was raised as an issue for some when their drugs have to be ordered in by Lloyds.</p> <p>The practice has yet to meet with Lloyds. It was decided that ID, on behalf of the PPG, would contact their regional or head office to raise our concerns.</p>	ID - contact Lloyds
10 Any other business <ul style="list-style-type: none"> • ID raised the issue of the sign-in screen not working on a number of occasions recently. CM confirmed that they have had some technical issues. The positioning of the screen was discussed and it was suggested that moving the screen to the corner where the toilet used to be might be more sensible. 	CM
14 Date of next meeting Monday 2nd September August at 5:30pm	