

Burbage Surgery PPG meeting May 7 2019 at Wolvey Surgery

Present: John Moore (chairman); Mike Hudson (vice-chairman); Paul Stewart (secretary); Wendy Shaw (practice manager); Pam Adams, Carol Davies, Pat Hydon, Tony Sheldon and Stephen Smith-Phelps.

Apologies: Dr Phil Thomason.

John started the meeting with a minute's reflection to remember Phil Adams, the group's treasurer, who died on April 5.

MINUTES: The minutes of the April meeting were accepted as a true record.

MATTERS ARISING:

Wendy said:

- a) **Surgery improvement:** Work is six weeks behind schedule but the contractors are hoping to make that up. Work is planned to start within the existing surgery building on Monday.
- b) **Phone system:** The order for the system has been placed, and installation work is imminent.
- c) **Services:** The practice is talking to providers about offering other services, such as minor surgery, when the improvements have been completed.

PATIENT MEDICATION REVIEWS: Members asked how the surgery medication review system operated because some patients did not appear to be called for a review appointment every 12 months. Wendy said every patient was reviewed every 12 months but not everyone was seen. Some were seen depending on medication; some on certain medication had blood tests etc. In other cases doctors were able to carry out the reviews by assessing other factors, such as test results, to see if the patients needed to be called for an appointment or not. Every patient who could be reviewed without being called in freed up an appointment.

NAPP

- a) Ebulletin: Members discussed several issues in the April edition. They included the Yellow Card system which allows patients to report any side effects they experienced. Wendy said that if an adverse side effect was reported to clinicians, the system generated a yellow card report. The ebulletin is available on the NAPP website and was also distributed with agenda. There is a link on the Yellow Card item to report adverse effects.
- b) National conference: Stephen said he was still waiting for confirmation about attendance at the NAPP conference so that he could book places on workshops he felt the most interesting and beneficial. Wendy said she would look into it.

LOCALITY PPG: Mike is unable to attend the Locality PPG meeting on May 16. John will attend if he can.

WEST LEICESTERSHIRE CCG: Tony presented a report on the PPG Network meeting that he and Mike attended on April 4. His report is attached below. It refers to changes in the way patients will order prescriptions from the end of June, with third party ordering being stopped. Two posters are on the same attachment, one explaining the changes and the other about online prescription ordering which the CCG wants to encourage.

ACCOUNTS: Pam said she would prepare the details.

CORRESPONDENCE: Paul said he had received two reports (each attached): a Bettercare Together update and an update on health plans for the Hinckley area.

ANY OTHER BUSINESS:

- a) John asked members to consider fund-raising ideas to bring forward to the next meeting. He felt there would probably be several items which the practice would feel beneficial to patients to complement the surgery improvement work. The PPG could consider buying items with money raised from events. Carol

had suggested another charity meal, possibly at a Turkish restaurant in Hinckley which she knew had offered a rate to allow another charity to make a generous profit.

- b) Pam thanked surgery staff and PPG for the flowers and messages sent after Phil died. She thanked those who attended the funeral service.

NEXT MEETING: Will be on June 4 at Wolvey Surgery starting at 6pm.

The meeting closed at 7.55pm