

## **Minutes of the meeting of the Patient Participation Group**

**3rd October 2017 at Wymondham Medical Centre**

**Present:** Rachelle Wolfe (Chair), Douglas Beattie, Mick Sewter, Kevan Baker, Robert Fenton, Gillian Warrin, June Websdale, Fi Tyas, Angela Li, Jessica Hale, Lucy Emerson, Sinaan Merif, Oscar Elliot, Anya Pandit, Sharanya Bhandari

**Apologies:** Tony Finon, Saskia Gent, Margaret Mawson, Dr Julie Glenn

- 1. Rachelle welcomed all the new students and also new member June Websdale**
- 2. Flu Day** 4500 people have been invited to the flu day. We expect to get 2000 in, with 700 people already having had their injection. Volunteers are needed to hand out the PPG survey and assist with the day in general. It was noted that the Patient Survey needs sending by email and text asap.
- 3. Attracting new members** – Before pushing for more members we should wait for the Autumn Survey to go out. Statistically, we could attract 7 new members.
- 4. Practice Website and PPG page** - AJ is currently working on the website, with an aim to have it ready to view in Dec/Jan. The PPG page should include a list of PPG members, and a photo of the current chair. AJ is happy to sit with the PPG to develop the page rather than present them with a finished item.
- 5. Self Help drive** – There is a historic dependence on GPs, and the future scenario is there will not be enough clinicians in the NHS. We need to be encouraging people to help themselves.
- 6. Prescription printing update** – Douglas updated the group on the issue of unreadable repeat prescriptions. He was told by Boots there was nothing they could do. They all then had a discussion with Ian (Prescriptions manager) where it was decided Boots would be taking this issue to the local Prescribing Committee. Mick mentioned he also raised this as an issue with Boots. Ian and Kevan met the Prescribing team to raise the issue and the issue will be pushed back to the Local Prescribing Committee today.
- 7. Practice Vision statement** – Rob was part of the facilitators group led by Dr Glenn following the practice away day training. A vision statement for the practice is being developed by November/December.
- 8. GPs areas/names on doors** – The issue of the machines sending people to the wrong area and GPs names not on doors was raised. Fi will take back to Office Managers to get sorted.
- 9. Students** – We had a brief introduction to all the students who didn't really know what they were coming to initially but found it very interesting and informative. All had the

intention of heading into medicine/dentistry in the future. Kevan will give a half hour introduction to the NHS structure before the beginning of the next meeting.

**Date of next PPG meeting:- Tuesday 14th November at 10.00am - Please Note this is a week later than usual for reasons of room availability.**