

**Patient Participation Group Meeting Minutes Tuesday 14<sup>th</sup> June 2016**

**Attendee(PPG):** Des Finnigan (**DF**), Val Dillon (**VD**), Allan Dillon (**AD**), Ann Gallacher (**AG**), Jill Corpes (**JC**), Jackie Mallery (**JM**), Judi Pollard (**JP**), Diana Martin (**AM**), Paddy Cribb (**PC**), Frank Clement-Lorford (**FC**),

**Attendees(Practice):** Isata Green (**IG**) Practice Manager (**PM**), Sarah Boltwood (**SB**)

**Apologies:** Christine Endacott-Palmer

**Introductions:** **FC** thanked everyone for coming.

Action Items	Outcome	Who to Action
<p>1. Physician Associate &amp; Cost of Paracetamol to the NHS</p>	<p><b>FC</b> attended a CCG meeting for PPG groups, <b>FC</b> wanted to let the group know of a couple of points that were raised as follows:</p> <ul style="list-style-type: none"> <li>• The first item was the idea of Physician Associates being recruited for general practice, the idea being that people that already have a medical background, i.e. ambulance staff could re-train at college for 1 year and gain a qualification as a Physician Associate, this would help with the short fall of Gp's currently in the NHS.</li> <li>• The second item <b>FC</b> wanted to let the group know about is the alarming cost to the NHS for products such as Paracetamol products, for 2015/16 the cost was £284,730.</li> </ul> <p>The group were concerned that Associate Physicians would eventually take the place of GPs and patients would be less likely to get to see their own GP. <b>IG</b> explained that Physician Associates are being trained and recruited to support GPs, mainly due to shortage of GPs and Nurse Practitioners. She confirmed that Fairlands Medical Centre has no plans of recruiting a Physician Associate and that Dr Norris' sessions will be covered by a Salaried GP.</p>	

	<p>The group were shocked at the cost of Paracetamol products, however a couple of group members said they do get Paracetamol on prescription but were never asked if they wanted it on prescription it was just added on.</p>	
<p>2. Approval of Minutes from 9<sup>th</sup> May PPG meeting</p>	<p><b>JP</b> went through the minutes from the previous meeting, questions were asked about how we are getting on in the planning of the annual patient survey, <b>FC</b> said it is moving forward in discussion with Isata, <b>FC</b> asked the group to think of questions to use in the survey. Previous questionnaires were circulated to the group for ideas.</p> <p>Point was raised about the phone message being too long, the message has now been revised and the message about flu vaccines has been removed.</p> <p><b>FC</b> raised the point again about funding for PPG's, <b>FC</b> said that he had been told at the CCG meeting that surgeries do get funding for PPG's, <b>IG</b> explained that there is no funding for the PPG's. It was decided that we would wait for the minutes of the CCG meeting before making further comment. <b>FC</b> will chase up the minutes and share with all.</p>	
<p>3. Updates from the Practice</p>	<p><b>IG</b> stated that as requested by the PPG, she had asked the GPs about what area/s they would suggest for the group to focus on for an educational event. GPs suggested minor illnesses and self-management for both children and adults. They also suggested basic life support training as a combination. The surgery sees an increasing number of illnesses that could be self- managed or advice given by 111 or local pharmacists. <b>IG</b> felt that re-education on this topic could help the surgery reduce minor illnesses seen at the surgery which may help manage appointment availability.</p> <p>The group asked if these patients get filtered out by reception. <b>IG</b> explained that as receptionists are not medically trained, it would not be appropriate for them to make</p>	

	<p>such decisions. The group asked whether the nurse practitioner sees patients for minor illnesses. <b>IG</b> said that she did but patients are normally triaged to her clinics by the duty doctor and she still sees a lot of patients with minor acute illnesses that could be self-managed.</p> <p>The group thought that an education day like they did with the dementia day would be a good idea. They also thought it would be good idea to have posters up in the surgery letting patients know what the alternative services are for minor illness and where to go for help in certain situations.</p> <p>The group decided that this would need to be put on a future agenda for discussion.</p> <p><b>AM</b> asked a question about prescription requests over the telephone and why patients can't request prescriptions in this way. <b>IG</b> explained that surgeries did use to accept prescription requests via the telephone many years ago but that however, mistakes were made doing it this way, it is safer to send by post, email, fax or in person. <b>IG</b> said that the practice will only accept prescription requests as stated above.</p>	
<p>4. Constitution</p>	<p><b>AD</b> went through the group's constitution and asked the group for any changes they would like made.</p> <ul style="list-style-type: none"> <li>• Mission Statement – previously approved, no changes.</li> <li>• Objectives – group agreed these were all fine.</li> <li>• Membership – this was discussed at length and various different ideas were suggested. It was decided that <b>AD</b> would re write this section with the suggestions from the group in mind and send it out for approval.</li> </ul> <p>The constitution discussion will need to be added to the next meeting agenda as the group ran out of time to complete it at this</p>	

	meeting.	
5. AOB	<p><b>JP</b> said that she had recently attended a local Diabetes UK group and they said that a lot of CCG's put money into this group for education, however the Guildford CCG does not do this. <b>JP</b> asked if <b>FC</b> could raise this question at the next PPG/CCG meeting.</p> <p><b>FC</b> raised the question about Isata and GP's attending the PPG meetings. <b>FC</b> said that when he had raised this point with other PPG's they were surprised that PM or GP did not attend for the whole meeting. <b>FC</b> is not happy with the attendance from Fairland's surgery.</p> <p>The group said that at the last meeting they had decided that they would trial giving Isata a time slot on the agenda, as it was agreed by the group that she probably did not need to be there for the whole meeting. <b>FC</b> said he will go along with the trial for the moment and review in 3 months.</p>	
6. Date of Next Meeting	The date for the next meeting was agreed as 12 <sup>th</sup> July 2016.	

### Programme of Events

**PPG Meeting: Tuesday 12<sup>th</sup> July 2016 2.30-4pm @ Fairland's Medical Centre**