

Garway Medical Centre
Patient Participation Group meeting

DATE	30th October 2019	TIME	6:30pm
Present	Andrew Boichat (AB), Angela Reeves (AR), Rosemary Creaser (RC), Marian Kirsner (MK), Genie Stuart-Ranchev (GS-R), Deirdre Cordwell (Chair) (DC). Chris Penfold (CP), Judy Loncraine (JL), Turlogh O'Brien (TO), Victoria Blair (VB)		
	Agenda items	Minutes	Actioned by
1	Welcome and introductions	Deidre Cordwell (Chair) welcomed everyone including a new member to the group - Victoria. We look forward to Victoria's continued participation at future meetings. Also welcomed to the meeting was a visitor from the Lancaster Gate Medical Centre.	DC
2	Apologies	Odetta Pakalnyte (Healthwatch) and Dr Jedth Phornnarit	
3	Minutes and actions arising from the last meeting	The minutes of the previous meeting were approved.	Minutes approved

4	Report from the Practice	<p>AR reported on the following:</p> <p>1.Staffing:</p> <ul style="list-style-type: none"> • Dr Ahmed’s last day is tomorrow. The practice wanted the stability of a permanent GP for patients. Dr Ahmed was not looking for a permanent post. • Dr Hennessy is returning on a permanent basis to the Practice, initially one day a week. She is doing the MyCareMWay hub on Wednesday mornings and will be doing clinics Wednesday afternoons in the future • Dr Conole is going to be away for 1-2 months around December time (dates to be confirmed). We have offered him to continue to work with us 1 day a week when he returns. • Rokaih Noor (our new Clinical Pharmacist) is here 1 day a week. Amongst other things she deals with medication enquiries, annual prescription reviews, etc. • Recruitment for an evening receptionist is ongoing. We were not able to recruit form nhs.jobs website <p>AR also reconfirmed it is the receptionist’s responsibility to triage calls for emergency appointments, as per the doctor’s instructions</p> <p>2.Changes to prescribing over the counter medicines in future: Some medicines that had been available on prescription will no longer be available. These are medicines that can be purchased ‘Over the Counter’ (OTC). A pamphlet was distributed to the group which opened up a discussion around the changes as well as existing challenges patients face with respect to annual reviews of repeat prescriptions.</p> <p>3.Website: The landing page of the Practice website has been redesigned providing the PPG with better visibility for anyone visiting the website. The PPG are encouraged to provide feedback on the new website.</p> <p>4.Atrial Fibrillation (AF): Equipment to</p>	AR
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5	<p>Health Promotion event “Understanding Diabetes”</p>	<p>Leaflets and posters are visible and available in the surgery. DC printed additional leaflets for PPG members to distribute to local notice boards, community centres, shops, pharmacies, libraries, other medical Practices, business, etc</p> <p>DC has arranged a meeting with one of the speakers, Razia Amin, prior to the event.</p> <p>Event advertising to appear on TV screens in the Practice.</p> <p>AR to investigate creating a banner on the Practice website to promote the event.</p> <p>PPG members agreed to make themselves available on the day.</p>	<p>All PPG members</p> <p>AR</p> <p>AR</p> <p>All PPG members</p>
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6	<p>Any Other Business (patients' feedback and suggestions)</p>	<p>DC requested photos of Doctors and Nursing staff be appropriately displayed in the Practice.</p> <p>A question was raised regarding which nursing staff can do which activities. We have a list with nursing responsibilities and times needed for each type of appointment. This will be made available on the notice board in the entrance area</p> <p>GSR raised a patient complaint regarding the blood pressure machine at the Practice. AR confirmed that there was no alternative to measuring blood pressure other than using the existing machine. She also confirmed that the machine produced accurate readings. It was acknowledged that a height adjustable chair should be made available.</p> <p>RC raised a patient complaint regarding waiting times and the lack of any update from the receptionist when a Doctor is running behind schedule. AR responded by saying that it was not possible to monitor individual waiting times however it was recognised that at times Dr Phornnarit's appointments can overrun which can cause delays. He is invariably duty doctor which means he can have urgent interruptions</p> <p>CP is in the process of sourcing a suitable bookcase to store donated books in the Practice waiting room. It is intended that the books will be on sale for £1 each.</p> <p>CP has also written another article for the Sebra Magazine which will be published in the next edition.</p>	<p>AR</p>
<p>Date of the next meeting</p>	<p>TBC</p>		