

**Patient Participation Meeting
Minutes of Meeting
10th November 2016**

Attendees:

Michelle Kenward – Chair – Practice Manager
Charlotte Backler – Minutes – Deputy Practice Manager

Ken – Hankham	Liz – Polegate
Patricia – Pevensey Bay	Denise – Westham
Anne – Westham	Fred – Westham
Sue – Westham	Pamela – Pevensey Bay
Jane – Hankham	

Gul – Pharmacist from Boots Pevensey Bay

Apologies for absence:

Carol. N – Eastbourne	Carol – Pevensey Bay
Terry – Westham	Yvonne – Stone Cross

Gul:

Gul attended the meeting to discuss the role of a pharmacist and what they can offer. She discussed with the group that she can do:

Medication reviews

Inhaler techniques

Malaria prevention and advice

First contact for cough, colds, bites and hayfever

Compliance of medication, over using, not taking medication – can all be changed to blister packs.

Prescription management – Chemist can manage your repeat medication. On collecting your medication you can advise a

member of the chemist staff what you would like to order next month and they can arrange this with the surgery.

Delivery services – can be arranged for the morning or afternoon.

Gul also informed the group that Boots at Pevensy Bay is a remote dispensing site which means the medication is not made up on the premises. The chemist input all medication information onto a computer and then it is downloaded throughout the day and made up in a factory type premises and delivered back to the chemist. The chemist keep stock on site to deal with any urgent or acute requests.

It was also discussed that the staff at the surgery order all repeat medications but if a patient requests any new medication then this needs to be actioned by the GP to either do an acute (one off) or add the item to the repeat list. This sometimes takes a little longer and that's why not all requested medication arrive at the same time.

Group all thought repeat ordering was quite a complicated process especially for patients being put on long term medication for first time therefore all agreed for our next newsletter to incorporate the process.

Minutes

Previous meeting 10th November 2016 minutes approved.

Update on actions from last meeting

Gul (pharmacist) and Becky Read (Prime 75) to attend next PPG meeting: arranged and both attended meeting.

Bike rack poster and Pevensy Bay: There is now a poster at Pevensy Bay Surgery informing patients where to find the bike rack.

Visitors Book: Fred kindly collected book and everyone signed in.

Becky Prime 75

Becky attended meeting to meet with the PPG and explain about Prime 75.

The PPG had lots of information for Becky. Becky asked if anyone had any more information about groups within the local area, would it be possible for them to e-mail her on Rebecca.reed6@nhs.net.

Fred said he had shown the Prime 75 booklet to a number of people and feedback was that the booklet was very good.

It was agreed that we should put some booklets in the waiting room areas. **(ACTION CB)**

Summary care records

Michelle informed that this is all up and running and she will be contacting everyone shortly that agreed to trial.

New computer system

It was discussed that we would be changing over to our new computer system EMIS on 10/5/17. It was also discussed that it would be a good idea to give patients as much notice as possible that this happening and therefore we will be adding a message to our Jayex board and website. Along with putting up posters at all three surgeries and a note in the next newsletter.

AOB

Blood tests

It was discussed what would happen if a patients result did not come back to the surgery. Michelle explained that we have a link to the DGH called ICE. This is a system where we can access results but we are only allowed to download these results on the request of a GP. If a consultant has requested blood tests then the patient would need to contact them directly to obtain these results.

PPG Forums

Fred attended the PPG forum which he said was not well attended.

Liz

Liz said that the 9th January will be her last PPG meeting as she is moving out of the area. We wish Liz all the very best and thanked her for her help.

Russell

Russell paramedic practitioner to attend the next PPG meeting
(ACTION CB)

Next Meeting: Monday 9th January 2017

Chair of next meeting: Ken

Meeting dates for 2017:

Thursday 9th March

Monday 24th April

Thursday 22nd June

Monday 14th August

Thursday 12th October

Monday 4th December