**Greenside Surgery Patient Participation Group**

**Minutes of a Meeting held on Thursday 17 August 2017**

**Present:** Dr Christopher Myers, Lesley Law, Sue Garfitt, Ian Garfitt, Jenni Searle, John Byers, Sue Byers and Maureen Taylor

**Welcome, Introductions and Housekeeping** – Apologies for absence from Linda Hoyland.

**The Minutes of Last Meeting of 2 February 2017** – were confirmed as a true record of that meeting.

**Dr Myers - National/Local Updates**

Dr Myers spoke about the open access surgery saying that it was becoming increasingly under pressure and the difficulties the practice was having trying to explain to those patients who were not using it properly. He did not want to stop the process of the open access surgeries but was currently trying to look at positive ways of educating patients exactly which patients the open access surgeries were meant for. He suggested a trial period of about a month or so issuing a note to all patients on their arrival at the surgery regarding attendance for open access giving the exact details of those who qualified for open access, such as those who had been taken ill out of hours i.e. overnight/early that morning. It is hoped that this will save the GPs having to have difficult discussions with patients in the middle of a consultations about the criteria for attendance at open access surgeries.

A sample note to that effect was passed round the Group for their comments. Dr Myers asked for the Group’s thoughts regarding the note as he felt it important to involve members of the PPG. He also asked if it was appropriate that a footnote be added to it stating that the matter had been before the PPG who had approved it, to which the members agreed.

It was becoming increasingly difficult to deal with more than one of a patient’s issues during an open access visit as this took up more time than was expected and resulted in longer waits for other patients. He desperately wanted to give patients a good service but if the practice’s GPs get too overburdened it will stop them functioning properly. It is hoped that by issuing the note to all patients as they attend the surgery, this will be a seen as a friendly, supportive way of trying to get the message through. It is obvious that there is the need to see sick children and the chronically ill as soon as possible but how did GPs differentiate between urgent and non-urgent cases?

Dr Myers reported that the Emergency & Urgent Care Centre was now open. He knew that there were one or two teething problems with the initial triage and reception and had suggested that there could be training available in local practices. It was noted that 4 members of the Group had attend the ‘open day’.

There were two new trainee GPs in the practice, who came at the beginning of August - one senior and one junior.

Sue Garfitt mentioned the local pharmacy badgering her to sign up with them for the prescription service and asked if this was now compulsory, as the pharmacy had suggested. Dr Myers replied that it wasn’t compulsory and that prescriptions could be ordered on line or the slips put in the drop-box at the surgery then collected 2 days later.

Jenni mentioned that although she ordered her prescriptions online, she actually shredded her paper prescriptions. However, recently, she had a problem requesting her prescription online as it seemed that she was due a review and the system would not let her fill in the online form. Dr Myers reminded her that this meant that she needed to make an appointment for her review, however, the practice would never deny patients repeat prescriptions they just needed to contact the surgery for their repeats and make an appointment at the same time.

Sue Byers mentioned the item on ‘Parking’ in the Newsletter asking if the practice had heard from RMBC after the parking survey had been completed and sent to them earlier in the year. Dr Myers said nothing had come back but Lesley said she would chase it up.

Dr Myers left the meeting at this point.

**Practice Newsletter**

The Newsletter had been previously circulated to members at the beginning of the meeting. The Chair asked if there were any further questions about its contents. Ian asked “if someone had had a pneumonia vaccination a few years ago was there the need to have another?” Lesley replied no, it was usually a ‘one-off’ vaccination.

The eligibility of patients (by age) being offered the shingles vaccination was also noted.

**Any Other Business**

There was no other business for the meeting.

**Date of Next Meeting: Thursday 12 October 2017 at 4.40pm.**