

Staithe Surgery

Patient Participation Group

Monday 18th April 2016

MINUTES

Present: Sally Ross-Benham –SRB (Practice Manager), Kate Bywater – KB (Assistant Practice Manager), Dermot Allen – DA, Liz Austrin – LZ, Frances Bailey – FB, Roy Lond – RL, Carol Prosser – CP and Carolyn Truss – CT, Dorothy Unstead – DU.

Apologies: Margaret Newton – MN, Karen Norton – KN.

Minutes: KB

Welcome

Welcome to everyone and thank you for attending.

Matters arising from previous meetings

Online access

Access to medical records is now live; signatures and ID are required before the records are made accessible.

Antibiotic Guardian

Feedback from CP on the savings that have been made, as detailed in the recent E-bulletin from NAPP.

SRB also advised that we have just recently received the surgery's prescribing figures via audit, but as yet these have not been discussed at the Practice Meeting. Once discussed, actions will be agreed by the Partners.

New Business

CQC Visit

SRB advised on our forth coming CQC visit tomorrow and thanked those of the group who were able to attend.

Attendees are: FB, RL, CP & CT.

SRB Leaving

SRB will be leaving her post as Practice Manager on Friday 27th May 2016. She will be sadly missed but we wish her all the best for her future career.

Practice Manager Interviews are scheduled for Friday 27th May.

Medicines Waste Campaign

KB advised on the recent campaign and its success.

Patient Survey

The patient survey that was sent out centrally to randomised patients was discussed. Overall the results are extremely positive. There were a couple of areas of concern relating to waiting times and the convenience of an appointment, but it is hoped with the recruitment of Dr Christie and Dr Rawlins this will improve over time.

Carers

Stalham Green & Ludham surgeries are offering drop in events for carers, we will be helping them make this a success by advertising these in our surgery.

Any other business

Third World Drugs

CP enquired as to the progress of this – dispensary will look into this and get the service up and running.

Medication reviews & Blood tests

DU enquired as to whether there was any way of making patients aware when a blood test is required at the same time as a medication review. KB advised that a blood test needs to be performed prior to the medication review in order to receive the results. Although, raising staff awareness in the dispensary of which drugs require a blood test may help patients as not always do patients know if they require a blood test and clarification would be helpful.

Next meeting – To be agreed, to await the new Practice Manager.

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