

PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 14th September 2016

PRESENT: Barbara Gasby, John Carter, Bryan Hadley, Keith Davies, Emma Morrison, Judy Langford (Deputy Practice Manager), Julia Griffiths (Reception Manager).

APOLOGIES:Dr R Burling. Des Pattinson, Gary Harbun

1. **Minutes of last meeting** – accepted as a true representation.
2. **Independence Trust** – Judy gave the group an overview of the Pre-Diabetes workshop programme and follow-up one-to-one appointments. This service will be reviewed and feedback will be assessed. It was agreed that piloting new initiatives benefits the surgery and gives greater choice to the patients.
3. **Prescription Quantities** – Barbara raised the issue of pain medication being given in less than two-month quantities. Most repeat prescriptions may be given in two-month supplies but things like Paracetamol are often limited to 100 tablets. If the patient is taking 8 Paracetamol per day this supply only lasts for 12.5 days. A 28 day supply would therefore be 448 tablets. Judy raised this issue with Dr Burling who explained that some pain management medication are only allowed to be issued in small quantities because they fall into the ‘controlled drugs’ category. In the case of Paracetamol, this is considered to be a risky drug because of the potential for harm if taken in overdose. Having hundreds of Paracetamol tablets in a home environment may pose a risk to other family members, visitors, or to the patient if an overdose is taken. This is the reason that Doctors are reluctant to issue more than 100 tablets at a time. It is also because patients do not always take the maximum dose of 8 tablets per day, but take them when necessary and therefore there is the potential to stock-pile the tablets.
4. **Update for Maple View** – Dr Mark Upton started at Maple View on 1st September. Dr Upton qualified in 1987 at University College London and also has Masters degrees in human physiology and clinical epidemiology. After qualifying as a GP in North Yorkshire, he carried out research into lung and heart diseases at the University of Glasgow. He then worked as a GP Partner on Teesside for 15 years before relocating to the Midlands. His interests include: mountaineering in the UK, Alps and greater ranges, and road cycling. His special interests are: respiratory diseases and cardiology.
5. **Feedback from Family and Friends and Suggestion Box** – There were two items in the suggestion box; one was a prescription request! And the other was a piece of paper with “Get better Doctors” written on it. Unfortunately this does not give any specific issue that we can deal with or improve upon so has little benefit from the improvement of services perspective. There was also a long written dialogue on a Friends & Family card from a patient who has had a long-standing complaint which was dealt with and upheld on behalf of the practice by NHS England. This person has subsequently been removed from the practice list due to a breakdown of the Doctor/Patient relationship.
6. **Autumn Newsletter Ideas** – Barbara suggested doing an article on the swimming facilities at the Abbey Stadium as they now have a lowering floor

and a waterproof wheelchair for pool access. This would be very useful information for rehabilitating patients. Emma also mentioned that people in receipt of disability living allowance could access free gym membership there.

An explanation of the appointment system and triage system for the surgery was suggested as a useful set of information to be included in the Newsletter. The group felt that patients often feel that the only time that they can call and be put on the triage list is at 08:30 in the morning, so it would be helpful to let patients know that there is an afternoon list too.

It was also thought that an article regarding the removal of patients from the list for repeated DNA's would prove that the surgery is willing to follow-through and enforce the DNA policy.

NEXT MEETING: Wednesday 14th December at 12.30pm, Maple View