

PRG meeting minutes 17/11/16

Present: Carly Griffin, Ann Ray, Carol Spinks, Chris Jackson and Susan Hammerton.

Apologies: Phillip Steadman, Mary Friend and Dr Stedall
Absent: Anne Willoughby

1. Survey results

PRG discussed the annual patient survey results. It was decided that we would do the following:

- PRG to promote the online services. By the end of March 2017 the surgery needs to have 10% of its list size signed up for online services. PRG to spread the word about signing up for this service. Surgery staff to also promote this at reception. It is on a notice board and on the TV
- PRG to promote the surgery Facebook page. It is updated regularly with useful information. We have it displayed on the TV and a notice board
- PRG to organize another awareness day in 2017 and do some further fundraising and raising awareness
- Our other surgeries PRG groups each have a suggestion box in the waiting room of the surgeries for feedback from patients. Would the MDF group like one? PRG to feed back to Carly.

2. New prescription policy

Carly informed the PRG of the new prescription request policy. The surgery will no longer be taking prescription requests over the phone. Patients can order with the right hand side of the prescription at the front desk, through a Chemist or online. This will hopefully promote online services and people will sign up to this. PRG to help circulate this information.

3. Newsletter no 3

The PRG would like the following topics on the next newsletter:

- Christmas and New Year closing information
- The new prescription policy
- Facebook and Twitter page information
- Online services information
- Awareness day feedback
- New Pharmacist information

Carly will type up the newsletter and post out to the PRG for approval.

4. Awareness day feedback

The Awareness day was a huge success. We had 100% positive feedback from both patients and agencies that attended. The PRG raised a fantastic £116 by selling refreshments. A paediatric SATS machine was purchased with this money costing £30. With the remaining funds our Nurse Riah will be looking in to products that could be purchased to benefit the services we provide. Carly will feed back at the next meeting with prices and ideas for the PRG to approve.

5. A.O.B

Carly informed the PRG about the new Clinical Pharmacists that are now working with us to offer more appointments. This will hopefully help with the lack of GP appointments. We also have Janine, an Advanced Nurse Prescriber who works here on a Monday afternoon. PRG to help the surgery by spreading the word on these people and informing people of what they can do. They can provide appointments to treat certain minor illnesses such as chest infections, ear infections etc and also provide medication reviews and issue medication. This will hopefully in time help with appointments here and encourage patients to see these clinicians rather than always seeing a GP when it is sometime unnecessary.

Merry Christmas and a Happy New Year to all of you!

Next meeting to be arranged for January 2017