

**PLAS MEDDYG PATIENTS PARTICIPATION GROUP
MEETING 23RD MAY 2023**

MINUTES

1. Apologies for absence

Jenny Phillips (JP)
Mick Downs (MD)
Mike Tindall (MT)

2. Attended

Ann Whatson (AW)
Mark Burgess (MB)
Muriel Simmons (MS) (Chair)
Sandra Gilliard (SG)
Susanne Walsh (SW)

3. Confirmation of position of Vice Chairman (Mike Tindall) and Secretary (Susanne Walsh)

Approved.

4. Minutes of last meeting (circulated)

21st February 2023 – approved.

5. Matters arising

Covered by agenda items.

6. Surgery Update

MB provided the following update:

News since 20.09.2022!

Surgery News

- We have a new Registrar and now have three in total. Dr Odinaka Nwodo joined us in April, is full time and is supervised by Dr Stokes.
- Cynthia has recently completed her two-year Nursing Associate course and from June will be here 4 days a week instead of the 3 while she was completing the course.
- Sadly, Dr Appiah who was our Duty Doctor on Thursdays left us in mid-March. We are still trying to recruit a permanent replacement and are currently using Locum doctors to cover her clinic. *MS – is recruitment difficult as Bexley is so close to London? MB – it does have an effect*
- Jane joined our Reception team at the beginning of March to bring us back up to a full team.
- Kate left our Medical Secretaries team in mid-April and has been replaced by Sarah who joined us from another surgery.

Covid-19 Booster vaccinations

- The Spring campaign for the over-75s and also for those aged 5 years and over with a weakened immune system has been running since mid-April. To date we have vaccinated approximately 400 patients. The campaign finishes at the end of June. Supplies have been difficult to obtain!

Menopause Awareness Event

- Our Primary Care Network is holding this important event at the Marriot Hotel in Bexleyheath on Tuesday June 20th 6-8pm. The evening will include a panel discussion featuring a Consultant Gynaecologist from Guy's & St Thomas'. All 270 places have been taken. The practices' PPGs have kindly offered to help at the event. *MS added that each practice was going to prepare a leaflet but it made more sense for one leaflet design to be shared across the PCN. Volunteers had been requested to usher; unfortunately all PPG members present had previous commitments.*

Review of Matter Arising in 21.02.2023 Minutes

- re Pharmacy action re timing of prescriptions
MS's original query - "There seems to be a new difficulty with repeat prescriptions in that most of the medication is for 28 days but the prescription clerks are telling people that repeats are issued on the date of the previous month. This of course means that people are often two or three days without their medication. Some pharmacists are helping out by 'loaning' people tablets until the prescription goes through but it doesn't solve the main problem or help those who don't have a helpful pharmacist. I asked if the prescriptions were in fact going through before the monthly date and was told definitely not. I know you mentioned there were new staff being trained in prescriptions so thought it might be worth it being looked into."

Response - I have discussed this with our Clinical Pharmacist and she can see that this can be an issue due to months having different numbers of days. We are suggesting that we move to the majority of medications being 56 days' worth rather than 28, and that patients can request up to two weeks before they run out. This will help with national shortages of medicines and mean that patients do not run out and do not have to "borrow" medication. There will still be a 3 day turnaround for medication ordered by the patient or 4 days if the pharmacy does the ordering. How does that sound?

PPG agreed this was a good solution.

- Re Any other Business from the last meeting
I have asked the ICS to suggest someone to come and speak at one of our next meetings. *MS suggested combining with the other PPGs in our PCN so there is a greater number of people present for the speaker.*

7. Stand at Menopause Meeting In June

Covered in MB's update.

8. Receive reports on:

- a. Focus Group** – SW confirmed the Church opposite Plas Meddyg can be used when it is free. Public Liability Insurance was queried. MB confirmed Plas Meddyg's liability insurance would not cover this. **ACTION: MB to look into Public Liability Insurance.**
- b. Newsletter** – MS and SW thought best approach to interact with patients is a Newsletter. Canva was recommended as a tool to use. SW – how often would the Newsletter be published? MS – thinking of June and just before Christmas. PPG member present were happy to proofread editions. SG agreed to be back-up "tech" person if James Green is not available.

9. Any other business

- a. MS - Jenny Phillips has resigned. The committee wished her well and were appreciative of all her work and the input she has provided over the years of being on the committee.
- b. MB – Consultation about new eConsult system. 4 PPG members had received an email about this and declined as the information sent seemed to be about tendering and procurement. MB explained the request was actually for patients to give their input. AW, MS and SG agreed to participate (SG pending work commitments).
- c. AW – do we have any more virtual members interested in being on the Committee? Not at present and no enquiries.
- d. SW – poor experience with waiting time for the “other” option when phoning the surgery. MB confirmed this option (5) is not ignored, a longer wait would be due to lack of staffing. SW - Is it viable for PPG members to help answering the phones? MB thanked SW for the offer but said this would not be viable. He would consider other possibilities.
- e. MS – Social Prescribing – is there any planned succession for Saby Ghosh who currently does this? Community Connect is the only real option at the moment.

10. Next meeting

7pm, 25th July, 2023