

# Old Bridge Surgery



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## Patient Participation Group

**Minutes of meeting: 23<sup>rd</sup> May 2017**

### **Present:**

Chris Roy, Murray Collings, Pauline Major, Kate Copping, Mary Talbot  
Mark Allen and Dr J Kodde - representing the practice  
Ali Reynolds - Admin for the practice

**Apologies:** David Welch, Derek Powell (has decided to leave the group) and Danny Gill (has decided to leave the group)

**Not present:** Steve Bird, David Pengelly

Mark Allen opened the meeting and welcomed everybody and apologies were made and noted.

### **1. Minutes of previous meeting (21<sup>st</sup> April 2017)**

There were no matters arising from the previous minutes and the minutes were agreed.

### **2. Terms of Reference**

The Terms of Reference were agreed and formally adopted.

### **3. Review of the practice leaflet**

Photographs: the photographs are due to be updated in the next couple of weeks and will be added to the practice leaflet and the practice website.

Chris Roy felt that Book Antigua is not the correct font to be used on the practice leaflet as it is difficult to read and that maybe Arial would be a better font.

Size of practice leaflet: the size of the practice leaflet was discussed i.e. would A4 or A5 leaflet be better. It was agreed that A4 would be the better option.

The leaflet will be made available to all new patients when registering and they will also be available in all 3 surgeries for patients to take.

**Partners: Dr Ian Roy, Dr Johanneke Kodde, Dr Hannah Mogford,  
Dr Katie Gummow & Dr Patrick Southam**

It was felt that there were a few things that needed to be changed in the practice leaflet i.e. grammar and spelling and the group agreed to have a detailed look at it and email any ideas/feedback to the surgery within the next 2 weeks. Members not present at the meeting will be emailed and asked to do the same.

GPs working days was discussed and it was felt that it would be a good idea to add to the GP profiles their working days so that patients are aware of which days the GPs work.

Pelynt Surgery Dispensary was discussed and it was felt that there should be some information in the practice leaflet letting patients know who is entitled to use the Pelynt surgery dispensary i.e. the areas the dispensary boundary covers. Child Immunisations were also discussed and it was felt that the specific information of ages/vaccine names doesn't need to be in the practice leaflet. It was agreed that the only information needed is to let the patients know that we provide this service at the surgery.

Information regarding the PPG should be in the practice leaflet so that patients know there is a group within the surgery.

Information of local mother and toddler groups/pre-school groups could be added to the 'helpful contact details' list.

#### **4. Group Membership**

We now only have 8 members and need to aim for 10-12 as soon as possible to keep the group running with the minimum number needed.

The January minutes were discussed and Chris Roy has volunteered to talk to the head teacher of Looe Academy and Looe Primary Academy to see if there a way of finding new members for the group i.e. a school age member and the parent of a young child.

Kate Copping has also volunteered to contact the mother and toddler groups in Pelynt and Looe.

Emailing 16-17 year olds/using Facebook were both ways discussed but it was felt that the above was the most efficient way of doing this.

#### **5. Pharmacy2U**

- Pharmacy2U is an online pharmacy service for repeat prescriptions. When you register with the service you provide them with relevant information about yourself, your health and details of your own GP and you then receive login details.
- Once your registration is approved, you order your prescriptions on-line from Pharmacy2u who in turn request your medication form the practice. Your prescription is reviewed and authorised by your GP as normal, then dispensed by Pharmacy2u and delivered to your home by post.

There was concern that patients in Pelynt could sign up for this when they already have a dispensary at Pelynt surgery but as it is a personal choice to sign up for this online service it would be patient choice.

The issue of needing a one-off prescription due to illness was brought up and Mark Allen explained that patients would still see their GP as usual and would get the prescription they needed. It is only repeat prescriptions that once signed up with Pharmacy2U you wouldn't be able to get from the surgery although patients can always leave the online service and return to the GP for repeat prescribing as before.

Chris Roy said that he has signed up to this service and has found it very good and it also saves a trip to the local chemists!

Kate Copping said Pelynt dispensary offers an excellent service and hopes that the local residents will stay with this service.

## **6. Items for discussion at the next meetings**

It would be helpful if members could bring two items of interest to them to the next meeting i.e. doing surveys and helping patients with equipment in the waiting room that could then be discussed for the future.

## **7. Items raised for discussion at a future meeting.**

### **Communication:**

**TV Screen** - A TV screen is due to go in to the waiting room in Looe soon which will provide patients with up-to-date information.

**Newsletter** - There is currently a surgery newsletter that is emailed to patients (whose e-mail addresses we have) and copies are also available in the waiting rooms.

**Website** - The website is currently being updated and will also provide patients with information.

**The appointment system** - Patients are querying what the appointment system is and Mark Allen will explain this to the group at a future meeting. Data has been taken this year and this will also be discussed at a future meeting.

**Survey Results** - Dr Kodde briefly discussed the anonymised National Patient Survey, the Practice Survey and the Friends and Family Tests which all provide useful data.

## **8. Appointment of Chairperson and Deputy**

A ballot was undertaken with the members of the group who were at the meeting (as agreed at the previous meeting) and the result was as follows:

Chairperson – Chris Roy

Deputy – Steve Bird

Mark Allen will inform Steve Bird of the result.

## **Any Other Business**

None

## **Date of next meeting:**

The dates for the next 3 meetings were agreed:

Tuesday 13<sup>th</sup> June at 6.15pm

Tuesday 25<sup>th</sup> July at 6.15pm

Tuesday 17<sup>th</sup> October at 6.15pm

Chris Roy closed the meeting with agreement that the minutes will be circulated by the end of the week.