

MINUTES OF THE PPG MEETING 9 JANUARY 2019

Present: B.K (Chair), A.R., C.L., M.D., A.R., H.B, J.P. – Dr.O and L.W. From RLMP.

Apologies: L.H., Z.A., S.K., MRS.P.

Minutes of previous meeting:

Disabled spaces are to be clearly marked as soon as weather improves.

White Board – no further movement on this. H.B. to discuss with Practice Manager

CCG Funding B.K. informed the meeting of the suggestions for funding could be support for parents who are without family support in the area. B.K. suggested we widen this to include support for others isolated within the community such as lonely and elderly. The parental support idea was suggested by Dr. O and it had been tried in the past. A discussion took place around the issues of confidentiality, cost of safety protection checks, and protection. Other issues were the staffing of the project, costs and time constraint as the bid had to be in by 4 February. It was decided to go along with the Small Family Group initiative, but we would need the support of Helen Wilkinson and the practice with this bid. The sub-group will meet January 23rd.

Discourse with Dr.O: At this stage in the meeting Dr. O was invited to address the meeting.

He gave assurances of the PPG not being a low priority and feedback from meetings is given at partner's meetings. He confirmed that admin. support will be given but should be done by the group where possible.

The issue of tablets coming in 28- and 30-day packs was raised as this leads to patients having to make frequent requests for different medication. Dr. O explained that this was a problem with the pharmaceutical industry and there was little doctors could do. GPs are no longer supporting the practice of patients ordering their repeat prescriptions direct from the pharmacist.

A.R. raised the issue with the "Friend and Family" texts charging 15p to reply and this was not indicated within the text. Dr. O said he would ensure that the "standards charges apply" message could be added to the text.

Dr. O explained the differences between Generic – Branded Generic – Branded medication. Sometimes changes between Branded/non Branded is made to save the NHS money, however the content of the actual pills are unchanged.

Practice Patient Communication: A system called "Care Navigation" is to be introduced to ensure patients are directed to the most appropriate person which may not necessarily be a doctor. A pharmacy service will be included where a pharmacist will ring the patient and discuss their problem and they can proscribe medication through the patient's local pharmacist. A similar service for physiotherapy will also be included. The NHS is looking at every access issue and the need to triage patients to ensure they see the right person.

Issues of confidentiality on the front desk were raised by H.B. and assurance was given that patients could request a private conversation in another room.

System on line is proving popular as RLMP has the most uses in Leeds, however awareness of the difficulties some patients have with I T is understood and there must be a variety of options made available.

New chairs for the waiting room have been ordered.

As well as discussing funding bid from CCG, Dr. O explained the position of single young males, not in NEET living on their own but difficult to identify. Also, some elderly patients feel isolated.

B.K. raised the issues of the white board as discussed already by the group.

The phone system will soon be able to tell callers what their position is in the queue.

Dr. O was thanks for his attendance and the meeting resumed.

Email address. Questions were raised as to how much use this would have and who would access it. Agreed to wait until North Leeds have had more use of their address.

Photos on web B.K. asked L.W. if the photos of the doctors could be included on the web pages.

Locums L.W. explained the use of locums and the shortage of GPs throughout the country. L.W. tried to recruit the same locums whenever possible to give some continuity.

PPG publicity: Advertising the PPG on the web is in progress. When the poster is ready the Practice Manager will show it to H.B. and A.R.

“Healthyminds” B.K. Introduced the “Healthyminds” initiative from Age Concern.

Date of next meeting: T.B.C. There is a need to agree dates and put these on web site. However, until we can agree dates, we need to know availability of doctors to attend our meetings. B.K. to liaison with Practice Manager on this issue.