

*The Jubilee Practice
 Lowdham Medical Centre
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NOTES OF THE PATIENT PARTICIPATION GROUP (PPG)
Date: Monday 12th December 2016
Location: The Leys Community Centre

<p><u>1. Welcome and Introductions</u> The Chairman welcomed the group and the two new members that attended the group. Present were: Rachel White (Practice Manager); Don Gifford (Chair), Maurice Tracey, Tim Cutler, David Croft, Barbara Sharp, Maureen Whitehead. Apologies from Thomas Whitehead, Joan Tracey, Audrey Parkinson and Cyd Sandey.</p>	
<p><u>2. Notes of the last meeting</u> These were verified by the group as an accurate record of the meeting</p>	
<p><u>3. News from the Practice</u></p> <p><u>Website</u> The practice's website has recently been updated. There are still some amendments that need to be made to it but patients should still be able to find information, order prescriptions and make appointments through SystmOne online as they previously did. The practice would welcome suggestions for any amendments to the website which would make it more useful for patients. The Group suggested that the website should be more personalised and include pictures of staff, the building etc. Rachel agreed to look at personalising the website more.</p> <p><u>Christmas Opening</u> The practice has written notices of our Christmas opening times. These are available in paper format in the surgery and have also been put on our website.</p> <p><u>Triage</u> Triage has now been running fully for the past week. At present it is working well and there have been no problems. It is too early for the practice to audit the triage process but this will be done after a few weeks. We will also look to run a patient survey to find out how our patients are finding the triage system. The Group discussed whether information about the triage system should be put into the parish magazine to allow more patients to be informed about the changes. The Group agreed that this would be a good idea and Don agreed to contact the editor.</p>	
<p><u>4. Update on Practice Accommodation</u> Due to the Christmas period it has been difficult to arrange a meeting with the CCG and NHS England to make any further progress on discussions in relation to working on the high priority areas. Once progress is being made with specific plans the practice will be looking to get the patient group more involved in the decisions.</p>	
<p><u>6. Any other business</u> A query was raised about whether there had been an update to the system for ordering medication as a couple of members of the group had had items missing from their prescriptions. Rachel advised that she wasn't able to talk specifically about individual circumstances but explained how the practice deals with medication that has reached its review date and about how we deal with medication that has been ordered early. The Group discussed whether more information needs to be given to patients about this and this may be looked at by the group in the future.</p>	
<p><u>7. Date of the Next Meeting</u> The date of the next meeting is 9th January 2017 at 2pm at The Ley Community Centre.</p>	