

The Jubilee Practice
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NOTES OF THE PATIENT PARTICIPATION GROUP (PPG)
Date: Monday 20th March 2017
Location: The Leys Community Centre

<p><u>1. Welcome and Introductions</u> The Chairman welcomed the group. Present were: Rachel White (Practice Manager); Don Gifford (Chair), Maurice Tracey, Joan Tracey, David Croft, Maureen Whitehead, Audrey Parkinson, Barbara Sharp. Apologies from Thomas Whitehead, Cyd Sandey, Tim Cutler.</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> Rachel advised the group that the practice have successfully recruited a new Practice Nurse following Fiona Foster's departure. Lisa Gillard will be starting work with us on 11th April and is coming from a Practice Nursing role.</p> <p>Rachel informed the group that cover for her maternity leave was still being worked out but that we are currently recruiting a fixed term receptionist to back fill Siobhan Carter's current receptionist role so that she can spend more time doing administrative work whilst Rachel is off.</p>	
<p><u>4. Update on Practice Accommodation</u> We have met with the landlord but unfortunately the Ivy Medical Group was not able to attend that meeting and therefore a further meeting is being arranged so that all parties can attend.</p>	
<p><u>5. Practice Survey</u> Rachel handed out a draft copy of the questions which she is suggesting to use for the Patient Survey. The Group looked at the questions and suggested amendments to the wording of a question and layout. Rachel advised the group that she would make these changes and then send to Don so that he could share with the group by email for final agreement. Rachel stated that she hoped to get the patient survey out in April 2017 so that responses could be collated in May 2017.</p> <p>The Group discussed that there is likely to be a lot of patients who do not know how their information is stored or used and the group agreed with this. Rachel advised the group that she would try to get some information together so that she could explain the rules the practice has to follow with regards to information governance at the next meeting.</p>	
<p><u>6. Changes to over the counter medication on prescription for minor illnesses</u> This item was discussed at a previous meeting and the survey which Nottingham North and East Clinical Commissioning Group (CCG) were running for 6 weeks has been completed and a decision has been made.</p> <p>The CCG have made the decision that from 1st March 2017 practices in the NNE area should limit prescriptions for over the counter medicines for minor ailments. These plans mean that instead of receiving over the counter products (such as paracetamol or ibuprofen) for short term self-limiting conditions on prescription, patients will be encouraged to self-care and buy their own from their local pharmacy. The CCG has given all practices a leaflet which explains about self-care to patients and these are available within the practice. Unfortunately only a small number have been received by the practice and Rachel is not sure whether any more is available. Don agreed that he would contact the CCG through the people's council to make them aware that it is important that we have a sufficient supply of these.</p>	

<p>Rachel also highlighted to the patient group about the pharmacy first scheme which operates at local pharmacies including Lowdham Pharmacy. The pharmacy first is a scheme available for children and people who don't have to pay for their prescriptions and are suffering from a common ailment. The local pharmacist can offer advice and medicines for a wide range of common ailments without the need to visit a GP. This scheme could be useful for patients as it would provide access to some medications still free of charge for those who do not pay for their prescriptions, but they do not provide access to all medications and therefore patients will still have to purchase some self-care medications.</p>	
<p><u>7. Newsletter</u></p> <p>Rachel advised the group that she was putting together a newsletter which detailed our opening times over the upcoming back holidays in April and May and what to do if a patient needs medical help whilst we are closed. Rachel informed the group that she was also looking to add in information about our new practice nurse, information about Dr Kirby going on maternity leave and about the changes to over the counter medication in prescription for minor illness.</p> <p>The Group agreed with the proposed content and asked that a picture of the leaflet relating to the changes to over the counter medication be added so that patients can identify which leaflet they need to look for. They also asked for a line of text which asks patients to advise the doctor if they are taking any medications over the counter on a long term basis and for Rachel to include information about her maternity leave.</p> <p>Rachel agreed to make the changes to the Newsletter and will send this to Don for circulation to the Group. The newsletter will hopefully be ready to distribute to patients on the 1st April.</p>	
<p><u>7. Any other business</u></p> <p>In the absence of any other business the meeting closed.</p>	
<p><u>7. Date of the Next Meeting</u></p> <p>The date of the next meeting is 10th April 2017 at 2pm at The Ley Community Centre.</p>	