

QUAKERS LANE SURGERY
MINUTES OF THE PPG MEETING HELD ON
THURSDAY 25TH JANUARY 2018

Present: Maureen Bursell, Robin Bursell, Margaret Clayson, Susan McNamara, Aileen Monkhouse, Jill Woodcock, Tim Mawer, Linda Lloyd and Jane Ritchie

Apologies: Andrew Challis, Elizabeth KiplingVasey, Susan Price

Linda Lloyd and Jane Ritchie were welcomed to the meeting.

<p>Minutes of the last meeting held on 20th September 2017</p>	<p>The minutes of the last meeting were accepted as a true record.</p>	
<p>Linda Lloyd – Health Engagement Network</p> <p>Jane Ritchie – HEN Representative for Richmondshire</p>	<p>Linda Lloyd is a lay member for the patient and public involvement, NHS Hambleton Richmondshire & Whitby CCG. Linda has been attending PPG meetings across the patch to identify if there is any interaction between the Health Engagement Network and the PPGs.</p> <p>The Health Engagement Network wants to work with local communities to make sure health services in our area are responsive to people’s needs. The HEN has been set up for local residents who care about the NHS so they can gather views through surveys, focus groups and conversations. The group uses the information to improve services in the area. They also use the information to help make decisions re planning new services.</p> <p>The network are looking for people to join their Health Engagement Network and Linda handed JW some patient leaflets which will be displayed in the waiting room for patients perusal should anyone wish to join.</p> <ul style="list-style-type: none"> • Linda advised everyone that the CCG are currently 6.9 million in debt. • Social Prescribing / Social Interaction - NYCC Website set up in November 2017 • Richmondshire On-Line (Joe Willis) May be worth contacting to advertise the patient newsletter 	

Minutes of the last meeting held on 20.9.17	The minutes of the last meeting were accepted as a true record	
Matters Arising	<p>JW notified all present that Barry Smith no longer wished to be a member on the PPG.</p> <p>9 students from Richmond School had shown an interest in assisting the PPG. It was agreed that MB would send an email to each student thanking them for their interest. A copy of the latest newsletter would also be attached to the email and we would ask for their views and comments on the contents of the newsletter.</p> <p>Do they want to be part of the virtual group?</p> <p>Could we run a survey using the virtual group?</p> <p>JW had asked the midwife if any of her "new mums" would be interested in joining the group however no interest has been shown to date.</p>	MB
Summary of QLS Current Position	<p>TM gave feedback on Marilyn Brookes (Pharmacist) and her current workload which included trying to improve funding in the dispensary.</p> <p>Elizabeth Barrett (GP) has settled in well at QLS and proving to be a great asset to the team.</p> <p>Care Plan Collaboration is something that the practice is working on with care plans being provided for specific patients who require them.</p> <p>The Cellar has been cleared out although future plans are on hold at the moment as the building is only 42% of the size it should be for the number of patients we have registered.</p> <p>A huge project is currently being undertaken at Catterick Garrison and we are expecting that the solution to our problems here at QLS will be resolved when we move to a new building. Negotiations are still on-going.</p> <p>The practice are moving to SystemOne on 27.4.18. Some disruption is only to be expected but all services will run as normal.</p>	

	<p><u>Repeat Scripts</u> Commencing on 1.5.18 Boots the Chemist and Day Lewis in Richmond will no longer be automatically re-issuing medications on repeat scripts. This is in an attempt to cut wastage when the chemist automatically re-orders everything on the patient script. From 1st May 2018, patients will be required to tick and request only the medication that they require and hand the script into the surgery or register to use the on-line services.</p> <p><u>Minor Conditions</u> NHS England are currently running a consultation called "Conditions for which over the counter items should not routinely be prescribed in primary care". They previously consulted on items which should not be routinely prescribed in primary care. The aim is to:</p> <ul style="list-style-type: none"> • Prioritise limited NHS funding • Support the principle of self-care • Reduce demand on general practice • Address increased medication price and other costs • Reducing variation of commissioning policies across CCGs <p>The guidance is related to certain conditions; however there will be some exceptions to the guidance for particularly vulnerable patients. The deadline for the consultation is 14.3.18.</p>	
<p>QLS Surgery Newsletter Spring / Summer</p>	<p>It was agreed that the items that we could not fit into the Autumn/Winter 2017 newsletter be included in the Spring/Summer newsletter: Transforming Mental Health Services GP Online services NHS Organ Donor Register NHS Choices Missed Appointments</p> <p><u>Additional News to be included</u></p> <ul style="list-style-type: none"> • SystemOne computer system which is being installed at QLS on 27.4.18 • Travel Vaccinations • Display "you said" "we did" patient news MB to check previous minutes and action points addressed. <p>RB kindly agreed to work on the next edition of</p>	<p>MB</p> <p>RB</p>

	the newsletter.	
Action Plan	<ol style="list-style-type: none"> 1. Consultative group to be established First step – Richmond School Students 2. Display “you said” “we did” patient views To be included in the Newsletter and website. 3. QLS Website All up to date with previous minutes 4. Publication of a newsletter Targeting next issue April 2018 5. Request on repeat prescriptions Use Mjog system to capture more email addresses. New patients are already asked to supply an email address upon registration at the practice 	
Date and time of next meeting	Thursday 7 th June 2018 @ 6.30pm	