

# IMPROVING HEALTH MEDICAL CENTRE MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD ON  
25TH MAY 2022

Present: [REDACTED]

**Improving Health Reps:** Denise Robinson, Dr G Singh, Dr V Ramanathan, Kerry Stanley

Item	Outcome	Action
<b>Welcome</b>	Welcome to members and Introductions	
<b>Apologies for Absence</b>	[REDACTED]	
<b>Minutes of Last Meeting</b>	No agenda items carried fwd from last meeting	
<b>Matters Arising</b>		
<b>Agenda Items:</b>		
<b>Aims and objectives of PPG</b>	Denise welcomed everyone to the meeting and explained the nature of PPG meetings. IH management encourage patients involvement in their care and help understand how we can make changes to improve patient experience.	
<b>Apointments and Practice growth</b>	Dr Singh shared slides informing group of significant growth in patient numbers over the last few years and how the practice is proactively introducing additional appointments to support capacity issues.	
<b>Staffing</b>	Dr Mal a new female GP has joined the team. She will be working every Tuesday afternoon.	
<b>Physio</b>	The practice are in negotiations to employ a physiotherapist to work within the practice, this will offer further capacity and convenience for patients.	

<p><b>Covid vaccine uptake</b></p>	<p>Dr Singh shared slide shows which highlighted uptake of vaccines. Our most vulnerable pts have accepted vaccines. The practice will continue to work around the areas requiring improvement. Some PPG members uncertainty regarding maintenance programme. Over 70 and vulnerable have been invited for 4th dose. DR will arrange messages to patients re 4th dose and how to book.</p>	<p><b>DR LTS</b></p>
<p><b>Preventative measures</b></p>	<p>Overview of how the practice are working towards more preventative measures. Work will include reviewing and following up patients that do not attend bowel, breast, abdominal aortic screening and also retinal screening.</p>	
<p><b>Prescriptions/ changes to how requests are dealt with</b></p>	<p>PPG informed that IH will be encouraging patients to self care for minor ailments such and coughs and colds. Staff are trained to navigate patients to other providers such as pharmacies, OOH and opticians. Patients would be encouraged to purchase over the counter meds for items such as headlice treatments and cough mixtures. This would be assessed on a individual basis. PPG informed that costs for generating a prescription for such items is often more expensive than purchasing from pharmacy. PPG have concerns regards cost of living and that low income families will find it difficult- reassured that pts will be dealt with compassionately and individual needs considered.</p> <p>Prescriptions have been taken over the telephone during covid, The Practice has decided to revert to back to paper, pharmacy and online ordering with the exception of vulnerable patients.</p> <p>Prescriptions can be ordered using <a href="mailto:Wolvesccg.prescriptions.m92015@nhs.net">Wolvesccg.prescriptions.m92015@nhs.net</a></p>	
<p><b>Abusive telephone calls</b></p>	<p>Unfortunately our admin team are recieving more and more abuse and anger from patients. To help manage these the PM will be arranging call recording on our phone system, this should commence during August.</p>	

<p><b>DR</b></p>	<p>TBC. Denise to contact patients regarding date and time of next meeting</p>	<p><b>Date &amp; Time of Next Meeting</b></p>
	<p>Concerns from some members regarding rejected prescriptions. Members asked for reasons for rejection and also admin team understanding re rejections and requirement of blood testing- Pm will discuss with clinical and admin team.</p> <p>Facebook group- [redacted] set up at previous practice, this is something of interest at IH. PM will meet [redacted] and discuss</p> <p>PG chair-Minute taker Denise asked group to consider taking on the above roles. Group to give some thought to this and discuss at next meeting.</p>	<p><b>AOB</b></p>