**AGENDA PPG MEETING MONDAY 21/11/16**

**MINUTES OF PPG MEETING THURSDAY 7TH DECEMBER 2017**

**PRESENT:** Deborah Hollings, Dr Watson, Charlene Andrews from Nottingham City General Practice Alliance, Angela Sykes + 5 members of the PPG.

**INTRODUCTION OF NEW PRACTICE MANAGER**

Deborah Hollings our new Practice Manager introduced herself to the Group and explained her previous posts in the NHS.

**SIGNPOSTING – CHARLENE ANDREWS**

Charlene Andrews from Nottingham City General Practice Alliance attended the meeting. She explained the meaning of signposting “ right help first time” for patients and the role of the Receptionists in helping patients find the right help, which is not always the GP but other organisations that patients may not be aware are available. Patients will still be able to see a doctor if needed but are not always aware of the different services available to them that may be more appropriate for their needs. Patients may be able to book their own physiotherapy appointments direct in the future. Hyde Park Surgery will have a new website next year and this will also be promoting self- referral services.

Wakefield have already implemented the signposting and have saved 930 GP working hours over 10 months. Dr Watson stated that the surgery have completed an audit of appointments that patients had booked and 10% of patients seen at the surgery could have been seen elsewhere by other services. Signposting should help this improve.

**FAMILY DOCTORS – MEMBER OF PPG**

Sue enquired about the registered doctor and if patients can see any doctor. All patients are allocated a GP at the surgery but can see any doctor of their choice.

**DOCMAIL – DEBORAH HOLLINGS**

Docmail is a managed postal service used by many GP surgeries. It saves staff time and also it is cheaper to use that the normal postal service. This is now being used at the surgery for sending letters to patients and is entirely confidential.

**TEXT REMINDERS – DEBORAH HOLLINGS**

The surgery has been sending text reminders to patients regarding making appointments for their flu vaccines.

**NEW SCREEN IN WAITING ROOM- DEBORAH HOLLINGS**

The surgery is hoping to get a new screen in the waiting room which will enable health education videos and messages for patients to be put on it. Examples of this are asking patients to make sure we have up to date phone numbers and also their correct address.

**PRESCRIBING – DEBORAH HOLLINGS**

The results of the recent Leeds wide public consultation regarding prescribing were discussed. 65% of people agreed we should not routinely prescribe gluten- free products.

82% of people agreed we should not routinely prescribe “over the counter medicines”.

84% of people agreed that we should not routinely prescribe branded medicines when a non-branded medicine is available.

Due to the results it has been decided that the NHS Leeds CCGs Partnership will move forward with these proposed changes. The proposed changes will go to a governing body in January and the results of this are awaited.

**NEXT MEETING**

The next PPG meeting will be in 6 months’ time – date to be arranged later and members informed