

Minutes of PPG 2pm Tuesday 19th March 2024 at Aylmer Lodge

Attended by : Cathryn Plain (chair), Alison Price (secretary ) Audrey Jones, Sheila Try, Elaine Botfield, John Wilson, Carol Hinnett

Apologies : Barry Hibble, Mary Payne, Sheila Ravenscroft, Steve Ravenscroft, Liz Dooley, Barbara Pugh

In attendance for part of the meeting: Lisa Benton, Practice Manager and Saida and Amo from the PCN Pharmacy Team

1. Cathryn welcomed everyone to the meeting. She informed members that Julia Stanfield and Jan Saunders had stepped down since the last meeting.

2. Minutes of the last meeting were approved.

Matters arising :

Discussion about the newsletter was deferred until Liz is present.

The PPG noticeboard in reception has been refreshed. It now displays the last set of minutes and a notice about the PPG.

3. Speakers : Pharmacy Team

Saida and Amo talked about the pharmacy team which is based at Aylmer Lodge but covers the whole Primary Care Network (PCN) . Their work includes triaging medication queries, including answering patient queries about side effects. The team update patient medication details following discharges following hospital admissions and clinic appointments. Docman software is used to direct correspondence received to the most appropriate health professional and to enter codes for each condition into the patient's clinical records . Reviews of medication are carried out over the telephone with patients, or their carers if they are flagged. Reviews are prioritised for those patients with frailty or multiple health conditions. Patients can contact the pharmacy team by requesting this with the care navigator when they phone the surgery. It may be helpful to raise awareness of the work of the team in a newsletter.

Members asked about the repeat prescriptions process. These can be ordered online via the NHS APP, by posting a request in the marked letterboxes inside and outside the surgery, or by contacting the pharmacy which is the recommended route.

Lisa talked about the new Pharmacy First service which can advice and prescribe for 9 health conditions. This would be a useful article for the newsletter. She also stressed the importance of the role of the care navigator in directing patients to the correct health professional.

4. Practice Manager's report

(Please see attached report)

Lisa left the meeting

5. Patients' feedback :

Two members gave positive feedback about recent examples of the care and treatment of patients.

6. AOB : Cathryn gave formal notice of her resignation and will be stepping down as chair with immediate effect. Alison also gave notice of her resignation and will be stepping down as secretary following the AGM.

ACTION Alison to notify all members that there will be a vacancy for the chair and secretary from May. Sheila Try expressed an interest in taking the chair.

Elaine said that she was resigning with immediate effect.

Date of next meeting :

2pm Tuesday May 14th - please note this will be our AGM

Alison Price

March 2024