

PPG Meeting 25th June 2024

Minutes

Welcome, introductions.

Settled, and made introductions.

Presentation by Dr. Franks: Greener Practice

Dr Franks has been at the practice for many years and is promoting a 'Greener' practice. One of the areas where changes could be made is in the prescribing of medication, particularly for long-term conditions. There is anecdotal evidence of patients on repeat prescriptions ending up stockpiling medication, and/or not disposing of surplus medication in a safe manner. We discussed returning product to the pharmacies for them to dispose – they cannot return to stock for hygiene reasons? - and we assume they destroy in a safe manner without damage to the environment. We discussed having a tick box on the repeat page to 'pause' a prescription rather than remove completely. Jenna suggested a pre-order checklist on the repeat page to focus on just ordering what is needed. Another suggestion was monitoring of the lighting at the surgeries, the lights at Church View appear to be on all night.

Presentation by Dr. Lewis: Appointments Process

Dr Lewis is also a long serving doctor at the practice. There is a proposal the appointment process will change in September, and will instead of being linked to PATCHS, will be with Total Digital Triage. This system has been considered as a big improvement and will offer benefits to both patients and staff. The signposting on the site and by receptionists should direct patients to the right appointments with the right professional. Every day all appointment requests will be seen by 2 doctors who will work through and allocate accordingly. This should improve the demand and capacity ratio. It will also allow more face to face appointments to be built in.

AOB

PPG Member queried the ratio pertaining to patient and doctor numbers. Dr Lewis explained the current situation.

Jenna asked about take up of the newsletter and suggested a text link to it, as it is only available on the website and on reception at the surgeries. PPG member suggested importing it on the tv screens in the waiting rooms.

Actions:

Try to improve the attendance and include patients from the Shaftesbury site, currently all Church View participants

Send out agenda prior to next meeting – Julie

Issue minutes – Julie