

Attleborough Surgeries

Patient Participation Group Minutes 2nd April 2025

PPG Chair: DB

Attendance (Initials of Participants Only): IA, L-AH, GH, BS, LM

1. Apologies for Absence

Apologies were received from SH, MK and PH. DB also welcomed BS as a new member to the group. RF has also agreed to join the group, but was not able to join today's meeting, but we look forward to welcoming him soon.

2. Approval of the Minutes from the Previous Meeting

These were agreed as a true and accurate record.

3. Patient Information Boards and PPG Feedback

LM confirmed the installation of the new boards at both sites and the inclusion of patient information relevant to specific health topics. The boards had been reviewed by PPG members who provided very positive feedback on the installations, the visual improvement and quality of information included. Thanks were given to pass onto NB, Practice staff member who has led this project.

4. PPG Newsletter

The final draft newsletter had been circulated prior to the meeting and hard copies were made available for members to comment on. A few final points and actions were agreed including the new addition of the did not attend appointment data; the group then agreed this version for final distribution as the first edition of the PPG Newsletter. Enormous thanks were given to GH and DB for their work on bringing the first PPG newsletter together.

The amount of time and work for GH was discussed, who agreed that he was happy to continue as the collator and editor for now, but asked that this be kept under review for future publications. The group discussed the location for the newsletter to be published in covering electronic distribution, paper copies and being accessible via QR code.

The group discussed articles for future publications, which included:

- Shorter introduction from the Chair.
- Role of a dispenser within a GP Practice and what they can/can not do and why patients should ask for acute prescriptions to be sent to a local chemist to collect, not sent via postal order
- Did not attend policy within the Practice to support patient's taking responsibility for cancelling their appointment if unable to attend
- The local support group information to remain as a constant feature (L-AH agreed to keep this up to date along with organisation consent to publish) along with a shorter version of PPG terms of reference, or a link to these on the website.

5. Patient Survey – Final Results

The areas of dissatisfaction were discussed as these are the key areas for PPG members to focus on and consider appropriate action plans. The group again commented on the very positive patient responses to many of the areas of service covered by the survey. Regarding patient concerns relating to access to urgent and routine appointments, LM discussed that the finite resources and funding in the NHS presented ongoing challenges regarding demand vs capacity. The group agreed the focus for action was therefore more likely to be about raising awareness of appropriate use, self care, personal responsibility for good health and other services that can support patients other than the GP Practice, etc. All members agreed to consider the data and email in advance of the next meeting any thoughts/observations for discussion.

6. Q&A with Dispensary Manager

JW, Dispensary Manager attended to provide some general information regarding dispensary services and to answer members questions.

JW confirmed that the Practice has approximately 18,500 registered patients, with approx. 30% receiving dispensing services from the Practice. For a patient to be eligible for dispensing, they must live a minimum of 1.1 miles away from a chemist.

JW confirmed that the available routes for patients to order repeat medication is via on-line ordering, NHS app or completion of paper repeat script. The Practice strongly encourages ordering via the NHS app <https://www.nhsapp.service.nhs.uk/login> as this results in the request coming straight into the clinical system and dispensary work queue, with all details being accurate for approval. No acute medication can be approved without a GP reviewing and agreeing the prescription and JW confirmed that dispensers are not qualified prescribers and can therefore not authorise prescriptions, but all are required to complete a minimum NVQ2 training qualification in dispensing services. JW also confirmed that repeat medication does require regular review and the interval for this will be determined by the GP or clinical pharmacist.

The Practice currently employs approximately 10 dispensers, who work across both Queens Square and Station Road Surgery and all medication has to go through a 2 stage check before it is available for issue to a patient.

7. Future Areas of Interest

The Reception Manager will be invited to attend the next PPG meeting for the Q&A agenda item.

8. AOB

Future discussion points at next meeting were requested to include an update on Surgery expansion plans, any PPG newsletter feedback received and further brainstorm of ideas for next edition of the newsletter.

9. Date and Time of Next Meeting

The next meeting will take place on Tuesday 10th June at 1pm at Station Road Surgery.