



Fountain Medical Centre

Patient Participation Group Meeting

Location: Fountain Medical Centre, Seminar Room

Date: Wednesday 25.02.2025
Topic: Patient Participation Group

<p>Present: SI, AC, JB, SR, LF, ED, RT, TS, DC, SL</p> <p>Chair of Meeting: KR, LH, TH, ES and JG</p>	
<p><u>Welcome, Introductions and Apologies</u></p> <p>KR welcomed everyone and thanked them for attending. Introductions to everyone.</p> <p>TH joined the meeting via Teams.</p> <p><u>Terms of Reference</u></p> <p>All members of the PPG agreed with terms of reference and minutes.</p> <p>LH asked SI if he was still happy to be Chair and SI agreed to continue.</p> <p>RT said he was having problems logging onto PATCHS.</p> <p>KR demonstrated how to register online for PATCHS through FMC website.</p> <p>TH said we are happy to give anyone training to use online access/ PATCHES and NHS app if they are struggling to access. NHS England aims to have 75% of patients are registered for NHS app by the end of March 2025. Hospitals also use the NHS app and appointments at LTHT can be viewed on it.</p> <p>KR to add information to inhouse TV screens (Envisage) about NHS app, PATCHES, and online access.</p> <p><u>Safe Surgery</u></p> <p>The practice is now recognised as a Safe Surgery which means any patient without ID i.e. homeless and those who were waiting for immigration status can register with the practice.</p> <p>Further information is available on the practice website.</p> <p><u>GP Survey</u></p> <p>The GP survey will be sent out from NHS England between January – March to a random patient selection. Results will be available June/July time and will be displayed on the website. A text message was sent to patients a few weeks ago to advise the survey was due and hopefully more patients will complete it this year. It was noted that the number of questions on the survey has increased.</p>	<p>LH KR</p> <p>KR</p>

Theatre Works

The theatre area is currently being upgraded and completion dates is planned for mid-May 2025.

Living Care Reception has now moved to the end of reception desk. This allows more space at the main section of reception desk for patients registered at the practice and is more confidential for patients face to face at reception.

Medications for abroad/nominated pharmacy.

FMC Lead practice Pharmacist (ES) joined the meeting and was introduced to the PPG.

The group discussed medication and the process when travelling abroad. Further information is available on the practice website.

The group discussed drug shortages at local pharmacies and the impact this can have for patients.

ES said that Fountain has an excellent pharmacy team and always help patients to source medication at an alternative pharmacy. Fountain is part of a Pharmacy WhatsApp group in this area to support this.

Some pharmacies can only order supplies from certain manufacturers, and this can compound the issue with supply.

Local pharmacies also contact FMC pharmacy team direct if they are experiencing problems sourcing patient medication.

ES suggested that patients are better to order their own prescription online using the NHS app to prevent shortages of stock due to pharmacies requesting full prescriptions. Patients to be encouraged to use the NHS APP and leave the pharmacy to contact vulnerable patients.

There is also a big drive on removing antihistamines for hay fever and minor rashes these can be bought OTC for 89p as it costs the NHS £20.00 to dispense a script. Letters will be sent out to patients regarding this over the next few weeks.

SL asked if a text link could be sent to patients on how to use the NHS app if we want to drive to 75%. **LH** advised that the practice already sends message to patients regarding NHS app.

ES we are conscious of sending out too many messages.

SI are we now a training practice?

LH confirmed that FMC was now a training practice, and that Dr Alba and Dr Pointon were trainers for registrars.

Next Meeting - TBA

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