

## Minutes of 4<sup>th</sup> PPG (Patient Participation Group)

Date: 27 November 2025

Location: The Hamilton Practice

**Attendees: PPG Members**

### Introduction

- Housekeeping – Katrina explained fire drill
- No new joiners or leavers
- Tony thanked everyone for attending.

### Guest Speaker: Local Independent Pharmacy

A local pharmacist attended offering an insight into their services. He explained that due to dispensing licensing they can only deliver medicines and not dispense items to patients on the premises.

Services offered by them include:

- Patients can dispose of medications with them but not used needles or sharps for which patients need to contact their local Council. (See below)
- They offer a new medication and follow up service for patients starting new medications. In addition to this they receive discharge summaries from local hospitals, for those patients registered with them. They will then contact the patient to make sure they understand the changes to their medication.

They offer telephone or video link consultations for:

- Sinusitis
- Shingles

- Uncomplicated UTIs
- Sore throat
- Insect bites
- Impetigo
- Contraceptive (ongoing) pill check and can check their blood pressure.
- They can give advice and start female patients on contraceptive pills (16 years and over)
- Emergency contraception/morning after pill is now available free of charge

They cannot examine ears for infections. (This service might be available at larger chemists).

**Private Services** are also available (for which there is a charge):

- Travel clinic
- Weight management treatments (including Mounjaro)
- Menstrual period delay
- Erectile dysfunction treatment

#### **Guest Speaker: Afoma – Clinical Pharmacist at The Hamilton Practice**

Afoma gave a talk on some of the things she does in her role of Pharmacist. She carries out Medication Reviews with patients, focusing on optimizing medicines in line with current guidelines as well as reviewing and reduce harm from prescribed medicines. Until recently all these appointments have been carried out over the telephone, however she does now offer some face-to-face appointments.

#### **Patient Survey**

We discussed different ways of advertising the survey as to date we have not received many responses. We discussed handing out survey at reception (we put this in place the next day).

## Actions from our last meeting

Action Point	Updates / Notes
Need to nominate a new Secretary. Action for all PPG members	No applications yet
Surgery to review Lister's PPG website to see if they put up minutes etc	Reviewed website. Agreed Hamilton need to make amendments to our website.
Use flu jab clinic days (next: 4 October) to promote PPG membership – <b>looking for volunteers from our PPG!</b>	This went well and surveys were given to attending patients. Thank you to those PPG members who assisted.
Fiona Hitchin to investigate prescription phone line issues (voicemail/callback).	Suggestion put forward to open prescription phone lines for longer, but prescription team need time to do prescriptions, especially first thing in the morning
Katrina Law to follow up with local pharmacy representative to attend PPG meeting.	Pharmacy representative came and gave an informative talk. As did our pharmacist, Afoma.
Suggestions for patient survey to be emailed to Katrina Law. Action for all PPG members	Low uptake on surveys being completed by patients. Looking at other ways to circulate, including giving out at reception
Katrina to add defibrillator locations to website and display in surgery. They can also be found at <a href="http://www.defibfinder.uk">www.defibfinder.uk</a>	Done
Fiona to ensure correct template used to Include first names in blood pressure and blood test text messages.	Done
PPG recruitment – awaiting further update from landlord to see if they can add a new box outside surgery (cannot access current box/no key)	We now have the key to outside display box

## Further Discussions

### New Alex Health System

Tony hopes to have an update on Alex Health System and how it affects our practice and patients. This will be in the form of a presentation at a future PPG meeting.

## **Other PPGs**

- Tony has contacted Ann Nutt at PAH regarding their PPG (Ann also looks after PALs at PAH). Tony will attend a meeting in the new year with other PPG Chairmans and will feed back on this. Dr Sian Stanley, who is a GP with our local ICB, has also agreed to attend this meeting.
- Tony has looked at Lister's website, which is more informative than Hamiltons. The hope is that we can copy some of their ideas for the front page on our website. PPG members to make suggestions of what they believe would be good to see on the front page.
- Tony has contacted Lister's PPG. Ross' PPG is not active now – Katrina to reach out to Ross to see if they would like help from our PPG 'buddy' Alan.

## **Any other business**

Dr Chukwu explained that if patients want to see their full test results, they are normally a simple comment such as "satisfactory", full details are available on your NHS App.

He also noted that we might be able to record our meetings which will help with the production of the minutes.

Council sharps collection service.

To use this service patients must call Harlow Council on 01279 446655. The receptionist will take their name and address and ask the council contracted waste disposal team to contact the patient to arrange for collection of the sharps.

### New Action Points

Action Point	Updates / Notes
Need to nominate a new Secretary. Action for all PPG members	All
Re-visit updates needed on our website. PPG members to email Katrina with ideas.	All
Katrina to send Ross' PPG contact details to Tony	Katrina
Re-visit patient survey to see how many responses we have received	Tony
Fiona to make sure that Hamilton receptionists know about the new sharps collection service	Katrina and Fiona

### Next Meeting

Proposed Date TBC: **12<sup>th</sup> or 19<sup>th</sup> February 2026** at 1pm. (Please email Katrina by the end of December with your availability)