

Summary of Minutes of Meeting
UPPINGHAM PATIENT PARTICIPATION GROUP
held on Tuesday, 13th September 2016 at 5.30 pm

Dr Wass outlined exciting changes being made to improve GP services to patients. With winter bringing increasing pressure the GPs are keen to establish a well-trained, nurse-led service, to operate alongside the present successful same-day triage and appointment system, for “minor” ailments such as colds and sore throats. **This will improve the rate of through-put** and allow the GPs to use their skills where most appropriate. Patients will still have choice in whom they see and can always be referred straight on to a GP.

Federation of surgeries has “gone quiet” at the moment; there had been high hopes for this initiative to deliver services like District Nurses and Physiotherapy, but at present the CCG is continuing to deliver such services itself. The Practice remains ready for **CQC Inspection**, and the Admin team is working to provide cover in depth and to share work more broadly across staff.

On-Line Day in June had been successful and well received, and a similar day is planned for the future. **The Practice would like to see patients making more use of on-line services, in particular for repeat prescriptions** where this method is far quicker and safer. Questions asked via the website are dealt with promptly and efficiently and the on-line form can be used for any type of enquiry. Though many patients wish to use the telephone, a great many from all age groups are happy for contact by internet so the website needs to be clear and user-friendly.

A tour of the premises to monitor ease of access for all patients found things were satisfactory, but a bell will be installed outside the waiting room doors and seating area improved just inside.

Arrangements are going well for **Diabetes Day on 31st October from 2-7pm**. The Day is aimed at those possibly at risk through to those diagnosed and teams including from Diabetes UK, Leicester Diabetes Centre, Active Rutland and a drug company together with specialist nurses will be on hand to give talks and to provide help and support. **Patients will be offered simple on-line checks** and then finger-prick tests as appropriate, as well as information on prevention, identifying risks, life style advice and guidance for living with the condition. PPG members will help promote and publicise.

It was felt that the CCG does not do enough to publicise itself. A new gmail account is set up so that PPG members can keep up to date on information, but it was agreed to be the responsibility of each member to decide what information he/she shares or sends to patients in the area.

The option of contacting a GP directly by email was raised and again **the value of using the Surgery website “contact us” section** recommended as a satisfactory answer. Messages will be passed on but the response may be by telephone and not by email. The General Medical Council does not allow clinical matters to be dealt with by email.

There have been more unfavourable comments regarding the Dispensary and **delays in availability of medication** but to check this specific instances need to be reported.

Attention was drawn in reports to the **problems caused to Ambulance and Paramedic services** when houses are not clearly numbered and street names are obscured by vegetation.

The **next meeting** of Uppingham PPG will be on Monday, 5th December at 5.30 pm.

In answer to questions raised at the meeting Simon Dobb has provided the following information:

Occasionally drugs may be unavailable for collection from the dispensary 48 hours after request.

This may be owing to supplier shortages of a drug, in which case other suppliers are tried, or a particular prescribed brand may be out of stock at all suppliers requiring a fresh prescription for an alternative drug. These situations can cause delays and it is suggested that that re-ordering about a week in advance should avoid these issues.