

NB the next meeting of the PPG is on Wed 29th Mar 2017 at Ingol Health Centre 2pm

Broadway and Ingol Patient Participation Group (PPG)

Minutes of meeting held at Ingol Health Centre Tues 28th Feb 17 1400hrs

CCG = *Clinical Commissioning Group* – PVC = *Patient Voice Committee*

NAPP = *National Association for Patient Participation* CQC = *Care Quality Commission*

VPRG = *Virtual patient representation group* GF = *Gluten Free*

Attendance

Key (Pr = Practice Staff, B = Broadway Patient, I =Ingol Patient, V = Visitor)

Present		Present		Apologies
Dr Kaiser Chaudhri (KC)	Pr	Marilyn Gregson (MG)	I	John Banks
Pauline Cooke (PC)	I	Peter Gregson (PG)	I	Diane Bailey
Walter French (WF)	B	Jane Grogan (JG)	Pr	Anne Corcoran
Juliet Green (JG)	B			Tracy Cottam
				Terry Mattinson
				Ruth Williams

Resignations from PPG Two resignations - Pauline Cronkshaw & Andrew Hartnett

Improvement Grant

JG Said Dr Walsh asked Jane to mention that a grant has been applied for the practice.

Further details at a later date

Floors & carpet are to be replaced in various parts of the practice.

Promotion of the PPG As discussed at the last PPG meeting Promotion of the group must be high on the agenda. We need a good age, ethnicity, sex representation equivalent to the spread of the Practice population. Although attending a meeting is not suitable for everyone, belonging to the *Virtual Patient Representation Group* is an alternative.

The discussion at this meeting focussed on how more people could be encouraged to participate in responding to questions about Practice services and other related matters. **JG** PPG Leaflet / application placed on seats in the waiting rooms. **WF** The leaflets need updating to explain that there are 2 parts to the PPG viz “Real” & “Virtual”. **JG** There are notices on each surgeries notice board’s advertising PPG. Use might be made of the Patient Information section of the repeat prescription form to Promote PPG & VPRG. **PG** Will people look at the information part? **WF** The messages are in very small text. What design features are available to make the message more eye-catching? **JG** Need to revise contents of *New Patient Pack* to ensure it includes PPG etc details & an application form for the groups.

KC Consider the feasibility of devoting the Practice Home page on the web site to the PPG & VPRG for a period of time.

WF Facebook page <https://www.facebook.com/ingol.broadwaygp> : 23 Feb 17 - A short introduction to the PPG went on the Practice Facebook page (as a Public document) requesting Patient help. (Thank you to all concerned). 6 likes with 1 comment “Very good idea. Wish our doctors would follow in your footsteps.” To date 060317

WF We need to use lots of different methods to put the message out that we need patients help to mould practice health services & how these services are delivered. This should include patients delivering the message about PPG on a face to face basis (e.g. in practice waiting rooms).

PPG Newsletter

WF obtained a quote from a local printer of £40 for 100 sheets double sided printing A4 Gloss paper of 140 /170g quality and £85 for A3 paper (i.e. 4 sides A4 folded).

MG referred to printing cost discussed at the last meeting. Having found the invoice for the A4 fliers of her group, the total cost including postage for **1000** double sided A4 items on 135g gloss paper was under £50. The fliers arrived in 3 days. **WF** This quote for Internet printing is so much better than the local quote. We should perhaps consider A4 double sided for a paper newsletter & a 4 page document for an electronic newsletter. **WF** is to look further at the *Internet printing firm (Helloprint.co.uk)* to see what the technicalities are. **WF** Asked who was to

bear the cost of printing? **KC** Said that specific funding was no longer available for PPGs but the practice would probably be able to help. **MG** Kindly found the details of the County Councillor (Bill Winrow Tel 536378 Mob 07771338890) who was able to provide up to £500 for suitable projects. It was suggested he might be approached.

Outside Agencies: “Manned” Displays & “Stand alone” Displays

MG Spoke to Cathryn Moffat, Preston City Council Sport & Health, who was keen to do something at the surgeries. Basic displays are likely to be free but more time consuming items would probably attract a charge.

Any other business

PG Was told at Ingol reception that his prescription, ordered on line, would take 48 hours to be ready for collection. **KC** Said that probably what was meant was “up to 48hrs” & in fact the prescription was likely to be with the pharmacist well within a couple of hours of *issue*. All prescriptions are vetted by a health professional, probably the patients own GP before transmission, so this will add time. **WF** His experience of the Electronic Prescription Service (EPS) was that, in the majority of occasions, the pharmacist received it shortly after issue. Also, one needs to allow the pharmacist time to order in medicines they do not have in stock.

MG *Cautionary experience*: On receipt of a recent prescription from the pharmacist it was found that the wrong strength tablets had been dispensed. On pointing out the problem it was found the manufacturer had changed style of packaging for the different drug strengths to “1 packet fits all” with the dosage in writing the only distinction. Also the tablet colour was the same for the different strengths. Moral: *check* what you have been given before leaving the pharmacy.

Prescribing changes

Removal of Gluten Free (GF) bread & other products on prescription (5th Dec 2016): The point was made that some people with celiac disease and receiving benefits because of another long term conditions will be extremely hard hit financially. A small loaf (9 Slices) costs in the region of £4, which is a large proportion of income when a number of loaves need to be purchased. The question was asked if there was any provision to help these people?

From CCG web site 050317 <https://www.greaterprestonccg.nhs.uk/latest-news/changes-to-low-priority-and-gluten-free-prescribing-1169> “The CCGs in Chorley, South Ribble and Greater Preston (central Lancashire) are making some changes in relation to an area called ‘low priority prescribing’ in line with many other NHS organisations in Lancashire and nationally.”....” *gluten free food will no longer be available on prescription*”

From [prescribing of gluten free food policy here](#) ,a PDF download from the above web site. Full document can be downloaded from this link “ *Greater Preston and Chorley and South Ribble CCGs advise that GF will not be prescribed on NHS prescriptions. This policy will ensure equity of service for all residents of Greater Preston and Chorley and South Ribble CCGs and will allow the same expectation of what will be provided from the GP Practice or other services. This policy applies to all services contracted by or delivered by the NHS across Greater Preston and Chorley and South Ribble CCGs. Patients will be expected to purchase GF foods if required. Patients should be signposted to appropriate sources of information on maintaining a healthy gluten-free diet.*”

Practice Newsletter on the web site is out of date. Is it to be updated?

Next meeting *Wednesday 29th Mar 17 2pm* Venue *Ingol Health Centre, Back Room* **Note change from that provisionally booked at the meeting.**

- 1) The Care Quality Commission - The independent regulator of health and social care in England