

KINGS CORNER SURGERY Patients' Participation Group

Minutes of the meeting Wednesday 11th September 2013

Present: Peter Bateson (Chair), Christine Weightman (Secretary), Pat Morris (Minutes), Sally Hanson, Spike Humphrey, Jan Olejniczak, Harry Ruprah, Peter Standley. Dr Choudry and Clare McAteer represented the surgery

Apologies: Philip Shelley.

Mr Amlani from Blackburns Pharmacy, Sunninghill was welcomed as a visitor for item 3 and Sonya Lippold as a potential new member of the PPG.

1. Arising from the previous meeting

(a) Problems with the ambulance service. Clare reported that Jackie McGlynn had investigated and found that the problem of poor service had resulted from a shortage of A&E staff at Wexham Park, which had led to a build up of ambulances with patients waiting to be seen. This in turn had restricted the availability of ambulances. The situation had been identified to form part of the proposal plan for one off Government winter funding the ambulance service should now improve.

2. Prescription "Changes".

Concern has been expressed that dispensing generic substitutes with different names and packaging may cause confusion, especially among elderly patients. There were good reasons why packaging or manufacturer may change, but the essential ingredient would be the same. An explanatory poster could be displayed in the surgery and in local pharmacies or a printed slip be added to every prescription dispensed. Sally reported willingness to display a poster at Lloyds pharmacy in Sunningdale. Mr Amlani was invited to comment on these suggestions. He reported experiencing very few ("only one or two") problems per year and felt that adding a separate explanatory slip to thousands of prescriptions annually was a disproportionate response. A poster would be a better solution and he would be happy to display one. It is likely that many patients are already familiar with the principle of generic prescriptions, which Dr Choudry confirmed was now normal practice.

It was agreed that Clare would liaise with Mr Amlani on exactly what a poster should say, then circulate to the PPG for comment. **Action: Clare**

When the text had been agreed, Sally would design a suitable poster.

Action: Sally

Questioned about electronic prescriptions, Mr Amlani confirmed that they normally arrive within five minutes (sooner than the people coming to collect!). He added that it would help if the last batch each day could arrive from the surgery by 5-5.30pm. They would then be available for collection first thing next day without delay & to allow for ordering of stock. **Action: Practice**

3. Patients' Survey forms for 2014

Clare had circulated the current questionnaire and a copy was amended at the meeting. She would circulate a revision for discussion at the next meeting. [note that our last meeting agreed that a question should be inserted asking if patients had used the 111 system and were satisfied with it]. **Action: Clare**

The questionnaire could usefully draw attention to the procedure for registering for electronic access to records and repeat prescriptions. Peter B. said it was simple and effective; Jan agreed to try registering and report back.

Action: Jan

The next meeting should discuss the best way to reach the full patient profile, including children and the elderly (who may not be able to receive questionnaires via the internet).

4. Clinical Commissioning Group Meeting

Jackie and Clare will attend the next meeting on 19/9/13, Peter S. offered to represent the PPG. He will liaise with Clare

Action: Peter S.

5. Other Business

(a) Magnolia House is organising four "Health Care Days" in Sunningdale (7.30pm 24 Oct, 21 Nov, 20 Feb, 20 Mar) each dealing with a topic such as dementia, NHS reform and self-care. More information as to speakers etc will be sought and circulated.

Action Christine and Peter B.

National Self Care Week will be November 18-24. We will consider what may be done to promote this.

Action Clare and Group

(b) Clare reported that our PPG Minutes were now available on the notice board and were "going well".

(c) Sonya agreed to join the PPG and attend the next meeting.

6. Next Meeting (at Kings Corner, 6.30pm).

Scheduled for Wednesday 16 October

Provisionally November 20th (but NB Pat may be doing a book launch in New York that day- awaiting confirmation).