**Patient Participation Group Meeting**

**17.4.2017**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Present:** CR ES, SM, EP,

**Apologies:**

**Meeting started:** 10.00am

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Minutes**

**Ideas to expand the group**

Conscious that meetings not held as regular in the last 12mths due to management changes, and that group needs to look at ways of expanding the group. Discussed the need that the group needs to attract a more diverse group of patients with a cross section of the practice population. All members continue to ask friends, neighbours etc who they know are also pts to the practice. Group members continue to attend the area wide PPG meetings,which they enjoy, and agreed to bring to the next group meeting any news and information – Next area group meeting scheduled for sometime in June 2017..

ES asked if CR could do a new PPG notice for the waiting rooms - Jayex board already carries the message. – Actioned

[Patient\_poster\_PPG.docx](file:///\\rhscremote01\pctusers$\CRamsey\PPG\Patient_poster_PPG.docx)

[PPG joining leaflet.docx](file:///\\rhscremote01\pctusers$\CRamsey\PPG\PPG%20joining%20leaflet.docx)

**Ordering repeat Prescriptions**

CR explained the new process of ordering repeat scripts – the practice had made the decision due to patient safety that we would no longer take telephone orders for repeat prescriptions after 1st June. Notices had been displayed in waiting rooms and reception areas, as patients were ordering scripts, admin staff were advising patients. The jayex board also carried the message. Patients are advised to order scripts by means of dropping tear off slip into box provided at each surgery, By post – enclosing a stamped addressed envelope or by registering for online services and ordering via the internet. Exceptions would be made for individual patients who state it would be really difficult for them to use any of the methods or who are housebound etc.

[H:\NOTICES\NOTICE - ODERING SCRIPTS.docx](file:///H:\NOTICES\NOTICE%20-%20ODERING%20SCRIPTS.docx)

**Agenda’s**

CR asked the members if there are any items that they would like to bring to the meetings or any health related topics that they would like some further information or learning, and if needed CR would arrange speakers etc to attend meetings. Members agreed that they would bring items to the next meeting.

Meeting closed – 11.30am

Next meeting - 5.7.2017