

KELVINGROVE MEDICAL CENTRE

MINUTES OF THE PATIENT PARTICIPATION GROUP

TUESDAY 15th JANUARY 2013

Present

Lynne Tomlinson, Dr Lesley Foskett, Rebecca Toms and Janet Wain

Apologies

Janet Miller, Glenys Tucker, Sheila Mellors and Diane Peace

Matters Arising

A link is to be added to the Kelvingrove website (PPG page) to allow anyone to e-mail the PPG. The e-mail will be sent to an Inbox at the practice and Lynne will then forward the message onto Rebecca.

Prescription Satisfaction Survey Results

A total of 500 surveys were sent out and we had a 29% return, giving us a good and adequate feed back.

The survey highlighted the following points:-

- **Ensure all patient medicines are kept 'in sync' to avoid stockpiling**
 - a) GP to offer the service of synchronising medication
 - b) Pharmacy could also offer the same service

- **A need to promote the various ways of obtaining a repeat prescription**
 - a) posters are to be put up in the waiting rooms promoting the use of our website for ordering repeat prescriptions
 - b) slips to be inserted into the prescription bag giving details of the online repeat service via the website, or the use of the pharmacy service
 - c) the staff at the pharmacy could offer to register the patient for the Repeat Prescription Service

Flu Jab DVD

A link to the Flu Jab DVD located on YouTube is to be put on the Kelvingrove website.

Mission Statement

This was discussed and approved - we agreed to publish on the website.

Update on Issue of Fund Raising for Surgery Equipment

In order to formally raise funds, the PPG would have to form a Constitution. Since current membership levels are low, it was agreed that we will review the situation at a future date. However, it may be possible to host an Open Day

at the Surgery, but we decided to defer this decision until the next meeting when more PPG members should be present.

Clinical Commissioning Update

The actual start date for this new NHS initiative is 1st April 2013. Initially, there will be no significant differences, but it was reported that there could be scope for contact and business support changes.

Dr Stuart Mellor is our representative on the Amber Valley Commissioning Body.

PPG Web Page

Any additional updates that are relevant to our PPG webpage would be welcome and should be brought to the next meeting.

Other Business

It was noted that the Kelvingrove Medical Centre has registered with the Care Quality Commission (CQC) in November 2012. The CQC checks all hospitals, care homes and care services to ensure all are meeting the national standards.

Next Joint PPG Meeting

The next Joint PPG Meeting is to be held at the Park Surgery on Monday 4th March 2013 at 7pm. The speaker attending will be a representative from Derbyshire Health United.

The next PPG meeting at Kelvingrove Medical Centre will be held during May – date yet to be confirmed.