

Notes from PPG Meeting Thursday 21st February 2019

Present;

Joan Bottrill, Nigel Bottrill, Catherine Mackay, Karen Hadfield, Sue Naylor & Michelle Cowsill

Apologies;

Bob Treen

Previous meeting

Notes from meeting in October agreed as accurate. December's meeting had been an informal one

Discussion;

1. Catherine and Sue have updated and sorted the patient leaflets within the surgery. Catherine is doing a monthly check on what needs to be ordered.
2. Karen has arranged the first drop in session by the Furness Carers for Tuesday 26th February. Information has been put on the surgery website and facebook, and posters distributed around town.
3. The need to recruit new members and possible options for future meetings discussed. (Although initially looking at the issue of non attenders and the possible need for a quorum etc, further discussion post meeting led to agreement that a more informal approach might help attract new members. This includes replacing 'minutes' for notes and encouraging people to come 'as and when').
4. Bob's letter was discussed re provision of the ear syringing service. It was agreed that Sue would ensure all receptionists are giving the correct information out about it.
5. The provision of wi-fi in the surgery for pt's use had not been progressed, but those present did not feel it was a priority.
6. Sue informed group about Tim Beard (Community Pharmacist) who is working with the practise one day a week, the new physiotherapy triage service, and the application for funding re continuity of care which has been submitted by the practice.
7. There had been a letter received from a patient re concerns about not being able to order all medications online. Sue had spoken to the patient who was happy that all of his concerns were dealt with.
8. Sue had received an email from Howard concerned about the format of the agenda's. Those present felt they are appropriate and cover what is needed.

Next meeting - Thursday 11th April @ 6.30pm