

Minutes of College Road Surgery PPG Meeting held 2nd August 2017.

Attendees: J. Hughes: M Rees: O. Bishop: D. Eccleston: S. Hadley: P. Jones: B. Hill: G. Bailey: S. Davis: B. Chare: R. Sellarajah: Dr S. Long.

Apologies B. Eccleston: S. Harris: A. Fowler: J. Fowler.

1. The meeting was opened at 6.30 pm and J. Hughes welcomed all particularly our new member Peter Cox.
2. The minutes of the last meeting held on 3rd May 2017 were accepted as a true and accurate record of what there and then took place. Proposed M. Rees. Seconded P. Jones.
3. It was announced Dr J. Collard was retiring after 32 years with the Practice. The PPG thanked Dr Collard for his excellent service and endeavours to the patients and Practice and wished him a long and happy retirement. Dr Collard will be replaced by Dr Hussain who will join the Practice on the 21st August. An additional Nurse Practitioner is joining on 1st October. 2 of the Reception Team are retiring and will be replaced this month. It is proposed to increase the Reception Team by a further additional 2 persons.
4. To provide a better service to patients and the Practice a new computer system is being implemented to replace Patient Services.
5. The ACE Clinical initiative is continuing.
6. Dr Horton is initiating a Dementia Assessment Clinic each Monday with a monthly clinic to offer assistance to the diagnosed patients and their carers. Information on Parkinson's Disease is now available. A "Carers Corner" is to be set up to advise carers as to the entitlements etc. are available. A COPD exercise class on a Tuesday morning has now commenced.
7. Concern was expressed at the proliferation of agencies approaching patients and offering prescription delivery services. These pharmacies are not local and difficulties with deliveries to patients are being experienced. This is leading to over ordering and the corresponding waste of pharmaceuticals.
8. The PPG "Message of the Month" is to be Dementia and Depression.
9. Registered carers are now eligible for the Influenza vaccination.
10. The ACE Friends and Family Survey forms are still available, but take-up is poor with only 5 forms completed last month. The Practice Drs are continuing with their own satisfaction assessments.

11. Patients failing to attend appointments (DNA's) are continuing to be a problem. The status of those patients who fail to attend appointments 3 times in 12 months is to be reviewed.
12. A number of agencies have expressed a wish to make a presentation to the Practice. The Hospice Service is to be invited initially.
13. The meeting was closed at 7.30 pm. The next meeting will be Wednesday 1st November at 6.30 pm at this venue.