

Minutes of College Road Surgery PPG Meeting held 3rd May 2017.

Attendees: J. Hughes: G. Cox: M Rees: O. Bishop: D. Eccleston: A. Fowler: J. Fowler: S. Harris: S. Davis: B. Chare: R. Sellarajah: Dr J. Collard.

Apologies T. Watts.

1. The meeting was opened at 6.30 pm and J. Hughes welcomed all.
2. The minutes of the last meeting held on 1st February 2017 were accepted as a true and accurate record of what took place. Prop. M. Rees. 2nd J. Cox.
3. Forward Carers have visited the Practice and held discussions with local carers registered with the Practice.
4. The NHS Patient Data System designed to give authorised medical professionals access to patient records is still not working and there appear to be serious problems which may prevent its implementation.
5. The Practice achieved a score of 100% in the end of financial year Quality Outcome Framework.
6. The ACE Excellence Primary and Secondary Care system is proving burdensome, but the Practice has now signed up to it.
7. The problem of over ordering of prescription drugs is being addressed by the Practice. Patients are being asked to ensure they are only requesting the relevant pharmaceuticals. Individual "Medipak" requirements are being reviewed to reduce over ordering and remove irrelevant items.
8. The Friends and Family Survey forms are still available, but take-up is now non-existent.
9. The Practice's Additional Access Program to provide a temporary locum G.P. during the "winter pressure" period has proved successful during times of high demand this year.
10. The "Unplanned Admission System" has been withdrawn.
10. The PPG campaign is to be Mental Health issues including Dementia and Depression. A notice is to be put on the reception screens reminding patients that the abuse of reception staff is not acceptable.
11. The meeting was closed at 7.30 pm. Next meeting Wednesday 2nd August 2017 at 6.30 pm.