

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 29th October 2013

Attendees:

From the Practice:

- Carol McAndrew
- Vino Ganespathy
- Mandy Weale

Patients:

- Robert Hargreaves
- Barbara Hargreaves
- Jacqueline Evans
- Helen Vickrage

Apologies:

Sandra Archer
Kenneth Leedham
Barbara Bown

From the CCG

- Tony Sargent
- Holly Simms

Minutes from last meeting were approved and signed off.

Tony and Holly attended from the CCG to discuss the new minor ailments scheme. This is a scheme where patients can be seen by a pharmacist rather than their GP for minor ailments, which include: athlete's foot, cold sores, colds and flu, hayfever, head lice, verrucas and warts and many more. Pharmacists are trained and experienced in treating the ailments and patients will get the same treatment from the pharmacist as they would have from the GP. If patients are eligible for free prescriptions the treatment will be free. Patients need to be registered at a pharmacist. Coventry Road Practice plan to go live with this service in January 2014. You will see information displayed soon in the waiting rooms and at local pharmacies.

The Practice wanted to say a big 'thank you' to Helen, Barbara and Jacqueline for their help with the flu clinic. The ladies were so helpful on Saturday handing out newsletters and making sure patients were ready for their jab. Once again thank you!

Electronic prescriptions will be introduced at Coventry Road Practice in December 2013. This will mean you do not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. You will need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination*. You can choose a pharmacy or a dispensing appliance contractor (if you use one). Ask any pharmacy that offers EPS (electronic prescription service) or your GP practice to add your nomination for you. You don't need a computer to do this and you do not have to take part in the scheme. More information will be displayed soon at the Practice and also at local pharmacies.

At a recent survey carried out by the PPG a few patients mentioned privacy at reception being an issue and some patients not being able to get up stairs. Dr Vino explained how the Partners had been in contact with an architect recently and we were looking at improving the reception area with a recess to help with privacy and a general tidy up in the office area and downstairs. Also, the Practice have requested quotes for a small lift and hopefully we can update PPG members when we have things finalised.

Robert and Carol attended the last PPG forum meeting and explained how PPG's need to get more involved and feedback to the CCG via the Practice Manager. The next meeting is Thursday 28th November 11 am – 1pm at West Warwicks on Grange Road, Solihull. Please let Carol know if you can attend.

Robert has kindly started a health information folder for our patients. This will include leaflets and information on where to access various health services, ie alcohol addiction, chiropody, etc. Robert has found this quite difficult to find the correct information as there is so much information on the internet and it can all become quite confusing. Robert has been advised to contact Carol if he needs any assistance. I am sure patients will find this very helpful. Thank you Robert.

Chair: Kenneth Leedham

Secretary: Jacqueline Evans

NEXT PPG MEETING ARRANGED FOR TUESDAY 14th JANUARY 2014 AT 6.30pm