

SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION GROUP

Minutes of Meeting 29th June 2018

Present: PW, BS, SHB, DY, AH, SD, RT and AC (minute taker)

Welcome and Introductions

- 1 . Apologies** – HJ, AD and MH and **Minutes of meeting 23rd March 2018** - agreed
- 2. New Practice Manager** – Sarah Buckley (SHB) introduced herself and gave a brief background of her previous roles.
- 3. New member** – MH – unable to attend today. Discussion re difficulty of recruiting new members to the group.
- 4. Feedback from attendance at Regional PPG** - BS reported usually a very interesting events with key points brought back for discussion here, however unable to attend on this occasion. Information available to download and will be shared with the group.
- 5. Repeat Order prescription line termination** – SD expressed dissatisfaction with the termination of the service. SHB explained this is an NHS England driven decision. PW reported concerns with digital exclusion of the elderly. SHB to identify individuals where possible who will need additional help. DY said issues are people with no internet access who are unable to utilise online ordering system and who are unable to get out to order prescription. BS to email regional PPG lead Helen Wyatt for advice. AH explained why he was not happy with the termination of the service and made suggestions in order to keep the current system in place. AH reported an infringement of human rights and he intends to pursue this route legally. BS reported the practice needs time to explore the solutions for patients with a genuine difficulty. AH and DY stated they will not let this issue drop and intend to pursue it as they feel so strongly about it. PW commented she did not like the tone the meeting was taking. DY commented that passwords for online systems too complicated and many disabled people rely on being able to phone in their prescription requests. SHB outlined current options for prescription ordering and commented that pharmacies are no longer able to accept prescription requests. SHB to discuss these issues with the GPs, to collate a list of individuals who are experiencing genuine difficulty and report back to next meeting.
- 6. PPG Chair** - BS acting chair currently but does not wish to continue as chair.
- 7. Focus Disabled** – Derek Yeardley - representing Focus disabled – comments as per item 5
- 8. Frequency of meetings** – discussed and agreed to be every two calendar months. Next meeting to be held on the 7th of September.
- 9. Terms of reference** - to be reviewed and refreshed if necessary. SHB to circulate copy to attendees. Add to next agenda