

**KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)**  
**Notes 23 January 2018**

**Patients in Attendance:**

[REDACTED]

**Practice Staff:** Heather Simpson, Practice Manager

**Apologies:**

[REDACTED]

[REDACTED] had offered his apologies and resignation from the Group following his move out of the practice area. Members thanked him for his contributions over the years and wished him well for the future.

**NOTES FROM NOVEMBER 2017 MEETING**

The notes of the last meeting were reviewed and approved for accuracy. It was agreed that Hospital Appointments and the CCG would be added to the next agenda in March.

**ACTION:** Heather to update the next agenda

**CALDERDALE HEALTH FORUM**

The notes of the Health Forum held on 12 December 2017 had been received and circulated with the agenda. Members discussed at length the meeting which sounded, on the whole, very positive.

Members felt that this PPG was working well, if not more advanced than other PPGs in the district however they felt that it would be helpful if a Partner could attend 1-2 times per year.

**ACTION:** Heather to discuss this with the Partners

Member discussed the possibility of developing a patient survey between now and September to hand out at the flu clinics in September and October. It was agreed that Members would also agree plans for 2018 so most of the March meeting would be devoted to this.

**ACTION:** Heather to add to the agenda for March meeting

The next meeting of the Health Forum would be held on 13 March 2018 and Members who would attend this agreed to feedback at the next meeting of this PPG.

**MANAGED REPEATS CCG INITIATIVE**

Heather explained that the CCG were promoting an initiative to save medicine costs by requesting that the vast majority of patients ordered their medication directly from the practice instead of via the pharmacy. This would start from 1 February 2018. Research suggested that medicines were being ordered by pharmacies routinely for patients who did not require it, resulting in stockpiles.

The practice was supporting the initiative and was advertising this change in the practice display board in the foyer, via leaflets in the practice and on the practice website. Patients were encouraged to order their prescriptions online or in writing.

The Practice acknowledged that this was not appropriate for all patients so were agreeing a list of appropriate patients for whom the pharmacy could continue to order. Members felt this was appropriate for vulnerable/frail patients and were pleased that the practice was identifying such patients.

However Members felt that the initiative in general was a backwards step, especially as patients couldn't order medication over the telephone. Heather explained that this was for safety reasons as mistakes could be made by writing the request down wrong. This was why the online service was being promoted. Heather also explained the savings that could be made to the NHS budget by medication only being dispensed when it was needed. Some Members were aware of the stockpiling of medication through family members so could understand why the initiative was being promoted.

### **FLU SATURDAYS 2018**

The practice had agreed that the Saturday flu clinics would be held on 29 September and 13 October. Willing members were asked to put these dates in their diaries if they would support the practice on either day.

**ACTION:** Members to note the dates of the Flu clinics in their diaries

Members discussed their activities on this day and suggestions included a bake sale, bring & buy sale as well as distributing a survey, should one be formulated by the Group. Heather asked members to think about any other activities and share these ideas at the March meeting.

**ACTION:** All to think about Flu Clinic PPG activities

### **FRIENDS & FAMILY TEST RESPONSES (November & December 2017 plus All 2017)**

Heather shared the statistics for the 2 months which confirmed that 93.9% of patients would recommend the surgery to their friends or family. Verbatim comments were also reviewed. Members mirrored these positive results with their own experiences.

The statistics for the whole of 2017 were reviewed which confirmed that 95.3% of patients would recommend the practice. This was an increase from 93.6% throughout 2016.

### **“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)**

No new items were raised.

### **ANY OTHER BUSINESS**

#### **1. FUNDRAISING**

Members wondered what fundraising activities the practice was participating in during 2018. Heather advised that nothing specific had been organised however they were open to suggestions, for instance a Macmillan coffee morning or any other activities.

**ACTION:** Members agreed to think of any fundraising ideas and share them at the March meeting.

### **DATE AND TIME OF NEXT MEETING**

The next meeting would be held on Thursday 29 March 2018 at 4pm