WYLCWM ST SURGERY PPG

Minutes of meeting on 27th February 2018

Present

 Bob Andrews RA

Michael Harding Minutes MH

 Chris Keeffe CK

Julia Roberts JR

 Juliet Tyler Practice Manager JT

1] Apologies were received from

 Tina Sharpe

 Sue Taylor

 Gill Pritchard

 Chris Plant

 Karen Plant

2] Bob Andrews was welcomed to the Group.

3] Previous Meeting

 The minutes of the meeting which took place on 5/12/17 was agreed as correct.

3] Group Membership

MH to contact Presteigne Freegle in an attempt to recruit new members. JT agreed to act as contact

4] Practice Managers update and matters arising from previous minutes

I and R testing (for Warfarin) in the surgery will start on 14/3/18.

Minor Injury Service: Signage: JT has discussed the erection of a sign, near the junction of Church St, with West Street with an Officer from Powys Highways Department though little progress with this seems likely for a while. In the meantime, a sign has been fixed to the wall near the gated entrance to the surgery.

A post box has also been installed on that wall. The gates are to be locked at weekends.

It has been decided that CCTV will not be installed.

Access to surgery: No funding for automatic doors is forthcoming from The Health Board. No alternative sources of funding have been identified.

Communication with Hospitals and other NHS resources in England: TS to be asked feed back on communication she has had with the Health Board.

Shelter for pushchairs and mobility scooters: To be installed in near future.

Telephone contact with the surgery: Despite efforts to improve the telephone system the problems have not been fully resolved To reduce demands on receptionists’ time, patients continue to be encouraged to use the electronic booking in system. JR offered to help patients unfamiliar with the system familiarise themselves with it.

5] Pharmacy Services

JT reported that surgery staff have met the lead pharmacist of the local pharmacy twice since the previous meeting of the PPG. GPs were involved in one of these.

Deficiencies in communication between the pharmacy and the surgery is an issue. Some of these appear to be due to the policies of the pharmacy chain.

The surgery is implementing revised procedures to ensure that patients have the option of collecting their own prescription or having it passed to pharmacies in Knighton or Presteigne.

CK and MH noted that the difficulties being experienced in Knighton appeared to reflect those reported in a a recent ‘Inside Out Documentary [‘Boots: ‘Pharmacists under Pressure’.]

Some progress has been made but problems persist.

6] Any Other Business

MH spoke about an issue that he understood that Karen Plant intended to raise had she been present at the meeting. It related to a patient who lives alone is diabetic and who became seriously ill during the recent flu epidemic and was temporarily unable to care for herself. The patient has now recovered and is up and about.

The general feeling among those present was that they would have expected the District Nurses to have stepped in in this situation.

MH to discuss further with Karen

7] Next meeting 17/4/18

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