**Minutes of Royton and Crompton Family Practice**

**PPG Meeting 6.00 p.m. Thursday 20th July 2023**

Prior to the meeting a presentation on Mental Health was given by BC. It was warmly received and BC was thanked for his time and effort.

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| **Agenda Item** |  | **Action** |
| **Present** | KF, LF, SF, BC, SG, VM, AI, CI, JS, HB, CP,  Dr V, Dr K, Dr A |  |
| **Apologies** | No Apologies. CF has tendered her resignation |  |
| **Approval of**  **minutes** | Approved |  |
| **Matters arising** | VM informed the meeting that alerts and pop ups are available on digital notes.  Changes in the way repeat prescriptions are dispensed were discussed at length. A patient communication had been received about this issue and was shared with the PPG. There are strict rules around repeat  dispensing with no overarching national or local policy. However safety and stockpiling are paramount. The practice is the highest repeat dispenser in Oldham (42,000/month) and the process is managed well.  An apology from the practice was given for the lack of communication with patients prior to the changes.  The practice will consider a phased approach to any future major changes. |  |
| **General Discussion** | Future means of communication with patients were  discussed (and a quick poll of the PPG members was conducted) and it was concluded that a text message and/or an email to the patient along with a posting on the website, whilst not ideal, was the best available. However the text messaging service must be efficient and the practice needs to ensure those patients who have a mobile number are documented for future use.  Consideration to patients without IT must be given  The practice will consider BC’s talk for a wider  audience of staff and patients.  Patients are still being advised not to ring for  appointments but to use the on line Triage system. Capacity issues were acknowledged and advice  provided on alternatives.  The PPG welcomed the attendance of doctors at the meeting.    Following blood tests patients should be advised to contact the practice after 7 days for an update  Laboratory results are also available via NHS or  Patient Access Apps. Vulnerable patients will be  contacted directly by the practice.  The practice allows patients to access their records on request. Prospective access is in discussion with a possible November start date.  The PPG agreed to a collaboration with other PPGs  regarding capacity and access issues and digital  solutions.  VM offered to arrange a presentation to PPG about Digital Solutions  The practice requested help to review its website with a view to making it more user friendly  One of the doctors requested an earlier PPG start time. It was explained that this had been trialled in late 2022 but proved difficult to achieve with some of long  standing PPG members and to retain their services the start time was reverted to 6 pm. | VM  PPG |
| **AOB** | No AOB |  |
| **Date and time of next meeting** | 6 pm on Tuesday 5th September  Agenda items by Tuesday 29th August  Future meetings  Wednesday 18th October  Thursday 30th November | PPG |