**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 4th February 2020**

**Present:** Dorothy Clohesy (Chair), Joy Barleyman (Practice Manager),

 Sylvia Hollins, Tony Moult, Yvonne Somerville and Peter Walker

Apologies: Carol Edwards (Vice Chair), Amanda Best and Elaine Plant (Secretary)

**1. Minutes of the last meeting:**

The Minutes of the last meeting held on Tuesday 7th January 2020 were approved as a true record.

**2. Matters Arising:**

* **PW** summarised 30 patient questionnaires that the practice had collected whilst completing the annual Dispensing Services Quality Scheme annual review. The response was very positive as detailed below.
* **The courtesy and professionalism of the dispensers**

28 answered excellent 2 answered very good

* **The quality of advice given by the dispensers**

28 answered excellent 2 answered very good

* **Confidentiality at the Dispensary**

29 answered excellent 1 answered very good

* **The ease of ordering repeat prescriptions**

29 answered excellent 1 very good

* **The time between ordering and collecting repeat prescriptions**

28 answered excellent 1 answered very good 1 answered good

Patients were also asked to add any further positive comments or constructive criticism tht will help the surgery to improve the dispensing service offered.

6 comments made in total.

* Nice, Good, Easy, Speedy
* Always pleasant and very helpful. We in Alton are very lucky with this practice
* Always professional and friendly
* They are all lovely and helpful
* Excellent service all round, many thanks
* Hours of opening for dispensary *(as no further comment was made and the questionnaire is anonymous, we had no way of finding out why this comment was made. This person gave all 5 questions above an excellent rating.)*

In conclusion it was decided that there is no dissatisfaction with the dispensary service.

**3. JB – PPG leaflet:** PPG happy with the new PPG leaflet

**5. Reports from Members:**

 **Focus on self-Care presentation:** To be rearranged.

 **JB: CCQ** annual regulatory telephone call with the CQC went very well. The CQC will continue to monitor and will phone again next year.

 **Car Parking:** Concern raised as the car park was full. Practice Manager will speak to the partners and report back to the PPG.

 **PPG Photo board:** Names only to be displayed on the PPG notice board. Patients are to be given the contact details of the practice Manager, who will then pass the comment/query onto the PPG.

 **Supporting Local:** Concerns voiced with regards to the services held at Cheadle Hospital. Practice Manager to raise the concerns during the next engagement group meeting.

 **Primary Care Network (PCN):** Clinical pharmacist appointed through PCN, but we are still waiting for a start date. Practice Manager will keep patients informed.

**5. Date of next Meeting: Tuesday 3rd March 2020**

 **Future Dates: 7th April, 5th May, 2nd June and 7th July**