**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 11th April 2023**

**at 10.00 am**

**Present:** **Dorothy Clohesy (Chair), Carol Edwards (Vice Chair), Jenny Manley (Business Manager),**

**David Edwards, Angie Hurst, Yvonne Somerville and Elaine Plant (Secretary)**

**DC** welcomed new member Mr David Edwards to the meeting.

**1. Apologies**: Heather Hall (Practice Manager)

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

The minutes were a true record of the last meeting on the 14th March 2023.

**3. Matters Arising:**

**DC** was very pleased at how well the last meeting had gone with Dr Hampton and Doctor Leggett.

All members were in agreement and appreciated that the Doctors had given up their valuable time to attend the meeting which was most informative, the main topic being the new GP Contract.

We were informed at this point that The Practice Manager was unable to attend the meeting because of the Dispensary being very busy. The GP Contract was the main item on the Agenda which **HH** was due to report on. **DC** took the decision to carry on with the meeting as all members were present and a general discussion took place which included:

* How it would be very difficult for the Practice to implement the GP Contract.
* A problem that a patient of the practice had recently experienced with a repeat prescription - now resolved.
* A patient being discharged from a hospital procedure without any paperwork advising who to contact if a problem occurred. A problem did occur and the patient was unable to receive the help needed for some considerable time which caused a great deal of discomfort and distress.

At this point the Business Manager Jenny Manley joined the meeting and advised that when a situation like that occurs 111 should be called to deal with it.

The meeting continued with JM advising that she would update us as far as she could on the GP Contract.

**4. Reports: GP Contract**

**JM** reported that although the new contract was due to start at the beginning of April the Practice had received no direction from the LMC (Local Medical Commission) which was due on 31st March.

However as far as possible the new procedures have already begun to take place, these included:

* Face to Face or telephone appointments can now be booked on the day if appointments are available.
* Online appointments can be made up to 5 days in advance if available.
* One emergency appointment is usually kept for the end of the day.
* Prescriptions now have to be ordered 72 hrs in advance.
* Acute Drugs are not on repeat prescription. Patients who this affects should have received notification.
* Self-Referrals - this includes Physiotherapy but not if consulted Doctor first.
* Spring Covid Booster - Over 75’s and vulnerable patients will be called first.
* Phone System - assessment due end of April. Imperative that all patients update telephone numbers. It will hopefully be in place in June but will probably run side by side with other system at first until everyone gets used to it.
* Dementia Awareness Day 14th April. Discussed.

**AH** expressed concern that a lot of information is not getting through to patients who do not access the Practice online. This has always been a concern but the PPG were at a loss on how to get information out to everyone, particularly if they do not have cause to visit the surgery very often. In the past, Newsletters have been circulated, open days organised as well as the regular Coffee morning but this still doesn’t reach every patient in the practice. Once we know the full implications of how the new contract will affect the practice all patients will be notified if deemed necessary. However, if a patient is ever unsure of procedures they only have to speak to a receptionist who will be more than willing to advise them.

**AH** also informed that the surgery scales were not accurate. **JM** made a note to report this.

**DC** asked for an amendment to the Terms and Conditions concerning members’ attendance. **JM** would take this up with **HH.**

**DC** thanked **JM** for stepping into the meeting and answering all our queries. **JM** then left the meeting.

**Mrs Sylvia Hollins**

We were all very sorry to hear the sad news that one of our members, Sylvia Hollins had passed away. Sylvia had been a member of the PPG for many years and was also an active volunteer at the Coffee Mornings before the Covid Pandemic. Regrettably, due to ill health Sylvia was unable to attend our meetings in person but she continued to take an interest and remained a virtual member. We send our sincere condolences to her family.

**5. Date of next meeting: 9th May at 10.00am**

**Future Meetings: 13th June, 11th July, 12th September, 10th October, 14th November and 12th December – all commencing at 10.00am.**