

# GREYSWOOD PRACTICE

## PPG MINUTES

9<sup>TH</sup> JANUARY 2017

6.30pm

Attendees were welcomed and asked to sign in and informed that by doing so, they were giving their consent to be contacted directly by the PPG Chair from the Practice email address. This would enable the PPG to send communications directly to members and them to email the PPG Chair direct with any questions or topics that they would like to be raised on the agenda for the next meeting.

We also welcomed our guest speaker **Ketan Agravat** the Pharmacist Manager from Fairoak Pharmacy.

### Podiatrist

The question was asked again as to whether it had been possible for the Surgery to arrange for a Podiatrist to be available.

**Olu** informed us that he was still trying to meet with a Podiatrist to see if this was possible. So far they had not been able to arrange a definite date.

**Ketan** informed us that this service was available from Pearl Chemist in Mitcham Road, Tooting; although there would be a charge for the service.

People also asked the difference between a Podiatrist and a Chiropodist. It seems that here in the UK no difference is made.

### DNA's

Whether there had been any research looking at the rise or fall of Patients not attending for their appointments since the DNA numbers were shown in the surgery.

**OB** Stated that the numbers seemed to be roughly the same each month. He also hoped that the number would decrease now that the surgery was able to send SMS messages to remind patients of their appointment.

Patients were also able to cancel their appointments by sending a text message.

The Group asked whether it would be possible to monitor whether it were the same patients who did not attend for their appointments and whether there was a follow up procedure.

**Olu** stated that, in repeated episodes the patients would be sent a letter outlining the need to attend for their appointment or to cancel if they could not attend.

**JP** will investigate having a wipeable poster to enable the DNA's to be displayed weekly with the previous week to show a comparison.

### TV Monitor

The use of the TV monitor is still being negotiated.

**Olu** will chase this up.

### Patient Access

All Patients are being encouraged to sign up for the Patient Access which will enable them to use the online facilities of the practice such as arranging appointments, gaining access to some of their medical records and ordering repeat prescriptions. The form is available from reception at the surgery.

## Guest Speaker – Ketan Agravat of Fair Oak Pharmacy

He presented a very interesting slide show of the working of the NHS Minor Ailment Scheme which has been introduced to encourage more Self Care.

This scheme is offered free to all people who are exempt from paying for their NHS prescriptions or medical supplies.

This service by your local Pharmacy will mean when you first feel unwell from minor ailments such as a sore throat or upset stomach you can drop into your local Pharmacy and ask for a minor ailment consultation which will be conducted in a private consultation room. The Pharmacist can determine whether it is something they can treat or whether a Doctor's appointment is needed. Sometimes the Pharmacist provide over the counter medications for these minor ailments.

The Pharmacist will be assessing your need for a Doctor in much the same way as a Triage Nurse determines the best course of action. This could save your time and free up a Doctor's time.

There are leaflets in your local Pharmacy which will explain the details more fully and list other ailments which are also covered by this service.

**Ketan's** informative presentation led to lots of questions and suggestions from the Group. It was felt that the scheme had not been promoted enough by the Government and lots of people were not aware of the importance of their Pharmacist and the training needed to qualify and that they had a vast knowledge of drugs and their effects.

We thanked **Ketan** for all the information he supplied and the questions he answered. We hope to have him attend further meetings.

It is very important that we can get the best advice so, if we can make use of the Self Care in the first instance to free up unnecessary Doctor's appointments, it will enable us all to get an appointment much quicker.

### Next Guest Speaker

**Olu** informed us that he had arranged for representatives from a company called **In Health** who will shortly be situated in the surgery to offer hearing tests and possible

hearing aid fitting following a referral from your Doctor. This should give much quicker access.

There will also be a **Doctor** present from the Practice to give a short presentation and answer any questions.

I hope this covers the questions raised at our last meeting and offer an insight to the members who could not attend.

We do hope that you will be available to join us at our next meeting on the

27<sup>th</sup> March 2017 at 6.30pm.

I apologise to attendees at the last meeting but I have had to change the date that was previously agreed. Please let me know if this is not a possible date for you.

Please email me with any of your questions not covered at the last meeting and please let me have your ideas for the agenda for the next meeting.

Jackie Peaker

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