

## **DUKINFIELD MEDICAL CENTRE**

### **MINUTES OF THE PPG MEETING HELD ON 26TH FEBRUARY 2019 AT 1.30 PM AT CONCORD WAY SITE, DUKINFIELD**

Those present are recorded on the attendance sheet.

#### **Minutes of the last meeting**

Were approved as a correct record.

#### **Matters Arising**

There were no matters arising that were not on the agenda for the current meeting.

#### **Agenda Items**

##### Health Event

This was generally deemed a success. Julie reported that 107 people had signed in as attended. There were several reports of people taking up the various options, including for example Be Well “signed up” 37 people for a range of events. Positive feedback had been received from participants and Health Champions.

The use of Morrisons supermarket was seen as useful though it was acknowledged that being in the outer foyer area was not ideal. It was cold. However, this step had been taken to raise awareness that the venue was at St Johns. A by-product though was that there were people attending who were not DMP patients who had come along to get information.

It was agreed though that the timing of this event was not ideal for everyone, and in particular those who work. Taking that feedback on board, it was thought that a further event could be held during the summer months - the beginning of July before school holidays was favourable - when daylight hours are longer. Such an event would need some careful planning, particularly around staffing arrangements. However, it was felt that it could be managed. Most of the organisations who had participated at the St John’s Church Hall event already have gazebos or similar for their existing promotion purposes so the outdoor area on Concord Way could accommodate such an activity. There was a lively discussion about possible exhibits, plans for including families with children, involving the local library etc.

Sheila expressed some disappointment that information on health supplements had not been included in the previous event but Julie said she had been unable to arrange it. She had tried to locate an “independent”, not wishing to be seen to “favour” any local pharmacy. However, she went on to explain that there are some significant changes due in the way community services will be planned for and commissioned in the very near future. These will now be based on the needs of several practices combined, though this will not mean that those practices will be joined or merged in any other way. It is purely a means of reducing contractual arrangements and should lead to improvements in resources. For instance, it could result in posts such as community pharmacist or community paramedics. If this were the case, then such a person may be available to participate in one of our health events.

**Action:** Julie will keep us updated on these developments.

## Safety Net

As Lesley has been unable to attend recently, it was agreed that this item should be held over until she is next available.

## Waiting Room Signage

Sheila raised issues gleaned from several people about concerns they had with various signs that have been used in the waiting area at different times. Julie said she felt this was an issue that could be brought to the PPG on future occasions and there were some useful suggestions put forward. For example, Geoff suggested a small board identifying which doctors are on duty in the practice each day. Although this information is available on the website, it would be a visual signal about who was available that day for patients requesting appointments. It was also noted that since the large sign previously used had been moved, there was evidence that queueing patients were not giving appropriate and adequate space to those being dealt with at the reception desk. It was thought a small "Wait Here" sign might be appropriate.

It was acknowledged that no-one wants the waiting room walls covered in posters and signs. However, information is necessary and the means of communicating it is difficult. It was decided therefore, that the main agenda item for the next meeting would be "Communication, Education, Signage".

**Action:** PPG members to reflect on and consider this topic and bring forward suggestions to the next meeting on 2nd April.

There are often national promotions, i.e. Mental Health awareness, Diabetes, and certain charities hold major promotions at particular times of year, i.e. Marie Curie's "daffodil" campaigns. DMP aims to support such events by having appropriate signage on view to coincide with and highlight these events.

## Prescriptions

There was a general discussion regarding prescriptions which covered several issues. Julie confirmed that controlled drugs such as Tramadol cannot be sent electronically and must be signed for. In the very near future, this list will be increased and different drugs including Gabapentin and others will now be classified as controlled.

## GP Practice in relation to Benefit Awards

Julie felt that this item was best discussed on a 1:1 basis with the person who raised it. However, she decided that a small amount of time could be spent in discussion with the group. She gave an outline of the issue and in general it was felt that she was correct and that it was a matter for DMP and not PPG to deal with. DMP has NHS guidance and procedures to direct its practice in this area.

Unfortunately, there were some unpleasant exchanges developed and Julie decided to close the meeting at that point.

The remaining 2 agenda items would be deferred to the next meeting.

The meeting closed at 3 pm.