**ST JOHNS PRACTICE AND THE SCOTT PRACTICE JOINT**

**PATIENT PARTICIPATION GROUP 26.10.2022**

Present: Tom Care Co-ordinator (St Johns and Scotts)

Diane Practice Manager St Johns

Rose Practice Manager The Scott Practice

Diane representing Ivy Court

Suzi (patient)

Brian (patient)

Ruth (patient)

Heather (patient)

What is a PPG?

Tom asked the group about their experience of patient groups, Brian and Suzi had attended prior to the group being disbanded over Covid, the others were new to the group.

Tom explained that a patient group is to discuss areas of service that we can look to improve on, or to celebrate where we have done well. It is not a forum for individual complaints. However, the topic of a complaint could be used to look at that area of service provision.

The group agreed to meet once a quarter.

The group was asked if anyone would like to be Chair, no-one initially volunteered but the group was asked to have a think before the next meeting.

How can we increase membership of the group?

A few people had said they were interested in attending but couldn’t make todays meeting so hopefully they will be able to come to the next one. Other ways to promote the group were:

Staff to promote when they see patients

Invite people who express dis-satisfaction with a service area

Approach church groups

Approach Faith leaders

Posters in community centres, library, family centre

Area’s suggestion as topics for future meetings:

Access

Appointment systems

Network

Prescribing issues

The group raised a number of issues with Pickfords pharmacy, not being able to get medications. It was discussed that there are national shortages on a lot of items at the moment but there are also supplier problems as well and sometimes when one pharmacy cannot get something another will be able to.

Rose and Di explained this causes a lot of extra work for the practices as well as we are asked to provide alternatives and issue new prescriptions. Brian asked if the pharmacies have a way of knowing how many of each item they dispense each month and why they cannot make sure they have enough stock. Rose said she would ask a representative from Pickfords if they could attend the next meeting.

The group asked if the Keepmoat blood service was going to continue – there is no definitive response for this at the present time. Lots of people have feedback to DRI that this is a really good service that should be continued but they are looking at the long-term financial viability of the service.

Tom asked if the group could give feedback on a survey the practices are wanting to give out to patients. They were asked to take a copy to review and feedback any comments to Tom.

The next meeting was set for Wednesday 25th January at 2.30pm at The Scott Practice