GLEBE MEDICAL PRACTICE PATIENT PARTICIPATION GROUP MEETING

Tuesday 31 May 2016 - 11.00am

Present Dr Hadrian Ofoegbu

 Alex Mcinnes

 George Murray

 Kenny Graham

 Margaret Allan

 Fiona Clarkson, Practice Manager

Apologies Carol Simpson

Absent Erma Avelino

 Jane Sommerville

1. Access/Appointments Dr Ofoegbu explained that the appointment system had been altered to try to improve patient access. Margaret reported that she had been speaking to an elderly patient who had been trying to get an appointment with the Doctor and was finding it difficult to get through to the surgery at 8am. Dr Ofoegbu explained that it was possible to get a Triage appointment for medical emergencies and a Doctor would call the patient and make a clinical decision based on the discussion with the patient.

Dr Ofoegbu also explained that the Phlebotomist appointments had been increased making it possible for patients to get blood tests done either the same day or the next day following consultation with the Doctor.

Kenny Graham again expressed patient requests for evening extended hours access. Hadrian explained that this had been discussed again but would not be provided meantime.

1. Prescribing Alex Mcinnes asked about medication changes being made. Dr Ofoegbu explained that all changes were checked by a Doctor before changes were made. There were budget implications but changes were not made indiscriminately.

Kenny asked again about the withdrawal of the Managed Repeat service. Fiona explained that the service was a promotional exercise by individual chemists and the Health Board did not support this service as it was the responsibility of the patient to ensure they order their own medication. Kenny would be interested to see the figures of savings where they were available.

1. New members Dr Ofoegbu asked if the group would be in favour of bringing in some new members to increase the size and age range of the PPG. It was felt this would be a good idea and the members would give some thought as to possible candidates.

Dr Ofoegbu was keen to expand the role of the PPG and he would contact Biggar who had a very active group to get some ideas on moving towards self running of the group.

1. Next meeting The next meeting would be September with the date to be confirmed.