| Minutes – PPG Meeting |
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| Location: | Room 1 |
| Date: | 9th October 2018 |
| Time:Present: | 11.30amMargaret Allan, Janette Drysdale, Alex McInnes, Myron Reid, Dr Ofoegbu, Fiona Gormley, Practice Manager |
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1. Apologies – Wendy Thomson
2. Approval of previous minutes – minutes were approved by everyone
3. Welcome – Myron Reid (new PPG member) – Myron lives at Auchlochan Garden Village and will be an excellent spokesperson for the residents
4. Answering message – the message has now been changed to incorporate Dr Dixon’s voice also. It lets patients know that the staff will be asking more questions about the reason for an appointment in order to direct patients to the appropriate health professional. Myron advised that he had received feedback that the message was too long. Fiona advised that patients can simply press 1 and they will bypass the message.
5. Online appointments – there are now 4-6 online appointments available daily as another option for patients to make appointments. Alex had queried whether this would give those who do not have access to online services a disadvantage but there are still all other appointment options available and 48 hour appointments are not available online. Patients can call at 8am if they need to see the GP urgently that day and it will be triaged as normal. It is now only possible to book appointments two weeks in advance.
6. Website update – there is a new look to the Practice website and all minutes are now available there also. Myron mentioned that the PPG information on the website states 33% of the group must be present in order to form a quorum. He suggested this would be better worded as three PPG members and a staff member. **Action FG**
7. Sample bottles – Myron had a query from a patient regarding sample bottles and which colours should be used. It states on the form over 65 should be a red top bottle. Dr Ofoegbu confirmed that if they only need to be in a red top bottle if they are being sent to the hospital labs. They can easily be changed over by the Practice Nurse to the correct bottle.
8. Defibrilator – this was originally offered by the Lesmahagow Development Trust over two years ago but to date the Surgery has not received it. Fiona will contact them to find out what is happening. **Action FG**
9. Home Visit Policy – Myron advised that some disabled patients at Auchlochan were unhappy with the new policy however it was confirmed that lack of transport is not a reason to have a house visit. All requests go to the GP and they contact the patient and decide whether a visit is necessary.
10. Prescriptions –Alex had a question regarding prescriptions requested by the Optician. Dr Ofoegbu advised that as Optician’s are essentially Private, they can request certain drops which do not fall within the NHS formulary. If this is the case, patients will be given an alternative but the treatment should not be affected at all.