**MINUTES OF THE MEETING OF THE PATIENT PARTICIPATION GROUP**

**Held on Tuesday 8th January 2019 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

Jayne Pearson ANP.

Patients, Brian Allott, Kay Bacon, Ivy & Ray Davies, Val Wickson

Apologies: Sue Davies, Kathy Hollyhead, Pat Michael

Went through Minutes of last meeting – ok

**On-line Service** - Currently provided by EMIS but will change to System 1 in April.

Also a new App will be available. Patients will be advised when they will need to re-register.

Possible that we may lose the MJOG text messaging service but the practice is trying to retain it.

**Prescriptions - Despite** the restrictions being placed by NHS on items which may be prescribed we are assured that if there is a clinical need then such items may still be prescribed.

Noted that Rotherham CCG has saved £18K in the last 3 months by persuading patients to self purchase.

**Group Consultation** – Bernie sought our opinions on this proposal, all felt it could be acceptable to many people but there would be opposition from some.

**Phone Triage-** This has been trialled but it was found that around 70% then required an actual appointment. However the Practice was still continuing Trials for the near future .

**CQC Inspection-**  A recent inspection produced a satisfactory report.

**Dementia -**  The practice is working towards making it a Dementia Friendly Practice.

**Walk In Surgery-** Considering a 2 days a week trial. Again there was mixed reactions about this

The next meeting at Woodstock Bower was scheduled for Tuesday 12th March 2019 at 4.00pm.

The meeting closed at 6 pm.