

Market Weighton Practice

Patient Participation Group AGM

Monday 29th April 2019 at 6pm-7.30pm

Minutes

- **Present:** - Committee Members: Joan Fletcher (Chair), Deborah Tomkinson, Peter Rimes, Susan Strangeway, Stuart Curwen, Ruby Watson, Samantha Lundie, Karen Berry, Sue Wardlow (Service Manager), Mandy Dawley (HTFT), George Hinson, Eloise Ingham (Community Link), Jennifer Lonsdale (Escape Pain Scheme), Elizabeth Bowman (HTFT), Fiona Dupuy (Cohens Pharmacy), practice staff members and patients.
- **Welcome:** - JF welcomed everyone to the meeting and read out report for AGM April 2019 (see attached).
 - JF questioned if text reminders were sent to patients that have booked an appointment online. It has been checked and verified that an SMS is sent (where mobile number available) to the patient to remind them prior to the appointment.
 - SC asked if it would be beneficial to advertise available services more in the Wicstun Centre. George Hinson has agreed to visit the Wicstun Centre once a month to replenish leaflets and service information.
 - The PPG are actively seeking members to join them, particularly in the 16-18 age group. Sue Wardlow has sent an email invite to all staff asking if they would like to join or know any patients who would like to join the PPG.
- **Elizabeth Bowman (Humber Business Development Officer)** – Elizabeth read out the practice summary (see attached).
 - A point was raised that when searching for the practice online using a search engine that many options are shown on screen some of which are old versions. Elizabeth has checked this and has concluded to please ensure to search for Market Weighton Practice as this is how the practice is now known not Market Weighton Group Practice.
 - It was mentioned that as there are so many new staff within the practice patients are unsure as to each individual's role. Julie Davies said that there are plans to install a gallery board with each staff member's photo and their role in the practice to help with this.

- **Mandy Dawley (Head of Patient and Carer Experience and Engagement with Humber TFT) –** Mandy explained her role and the work carried out by her team over the last year. A handout was provided to attendees (see attached).
- **Fiona Dupuy (Pharmacist Cohens Pharmacy) –** Fiona explained the various services available through the pharmacy such as the minor ailments scheme. It was also explained that patients can request a private consultation with a pharmacist without a prior appointment. The pharmacist would discuss symptoms with the patient and then offer suggestions for remedies. If the pharmacist has any concerns they would direct them to the most appropriate service for the patient to attend to get the help they need.
- **George Hinson & Eloise Ingham (Community Link Team/Social Prescribing) –** George & Eloise explained their role within GP Practice. Appointments are available for patients to book to speak to the Community Link Team to discuss various issues that they face and the services available within the community and East Riding to be able to help in these areas. Leaflets are also available in the waiting areas.
- **Jennifer Lonsdale (Escape Pain Scheme) –** New scheme available to patients who suffer from hip and knee osteoarthritis pain. Scheme is available via referral from FCP (First Contact Practitioner) in the East Riding. Handouts available at reception desk to explain this service.
- **AOB - None**

-JF thanked all the speakers, everyone who attended the meeting and Tesco for providing the refreshments. Gratitude was also expressed to all the staff at the practice for their hard work.

- **Meeting Closed 7.30pm**

Date and time of next PPG meeting: Monday 8th July 2019 at 4-00pm.

Please enter by the main door and sign in at reception.

