

Denton Surgery Patient Group



Minutes

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Friday 20th October 2023

Present: Nicola, Jane, Reg, Tony, Nigel, Kev and Sue

- 1) Apologies received from: Lyn, Gillian
- 2) Minutes of our meeting 11th August 2023

These were accepted

- 3) Matters arising

A GP rota will not be published. It is important to balance the load on GP's and there are concerns that popular GP's may be overwhelmed.

The dispensary is often reported by patients as having service issues. The issues have included: incomplete prescriptions, delays beyond 5 working days, deliveries to pick-up locations and occasionally lost posted scripts. It is recognised that some issues are due to patients not being fully aware of how the dispensary works and the conditions it has to operate under. The DSPG will at Patients' meeting endeavour to help in educating the patients as to the challenges and steps taken by the dispensary to overcome many of the issues but not all are under their control. Wholesale supply and national shortages cause significant problems despite the surgery ordering twice a day. To ensure prescriptions are ready it is advised that patients order every three weeks. A new system called Titan is to be rolled out at the dispensary starting 6/7th November which should help workflow.

Reports and links re drug availability:

<https://pharmaceutical-journal.com/article/feature/special-report-the-uks-medicines-shortage-crisis>

<https://www.mims.co.uk/drug-shortages>

4) Correspondence

Jude Mitchel, Wooton. Notice of a PVN wide PPG meeting (Action: Nicola, Kevin, Sue and Herbert to attend)

Corkill Awards 2023-24 – applications sought for examples of projects that promote community engagement, celebrating PPG’s working in their communities. (Action: Kevin to co-ordinate an submission based on the VPTS and Well-being meetings)

Miranda Wixon The VCSE (Voluntary, Community and Social Enterprise) Assembly is in the process of putting together a peoples board and we have been asked if we are interested in joining. (Action: Kevin to say explore further as to what is involved)

5) Practice Manager Surgery update (Nicola)

The surgery is busy. The Covid and Flue clinic in the first session issued 1544 Covid and 2213 Flue vaccinations.

6) Patients’ Voice a) Issues from patients b) Meeting at Cogenhoe

Issues form patients: The pharmacy – this was discussed earlier. Kevin attended a local group meeting held in Denton church where he talked about the role of the DSPG and received questions. There appears to be a need for the patients to be informed about the issues affecting supply of drugs, how the dispensary works, how Pharmaself24 works and how the online request submission process works. This could be a topic for the DSPG at Patients’ Voice meetings as well as for the surgery website.

The Cogenhoe meeting was arranged by Debi Rush, Clerk to the Cogenhoe PC and is one of their wellbeing events held on the first Wednesday of the month. Issues patients raised included the dispensary, learning how to use the NHS app and access online information.

7) Volunteer Patient Transport update (Sue)

Sue reported on the running of the VPTS. There are peaks and troughs in booking but the service is steadily growing and limited only by the number for drivers available. Emergency appointments are difficult to cater for and cause an issue for planning and finding drivers in

time. (Action: driver recruitment slips to be put into prescription bags - Nicola, recruitment posters distributed in villages – Kev/Sue)

8) Well-being project – update (Kev)

Sue is putting a lot of effort into this project and it is going really well. Patients are saying how much they look forward to it. Sue has arranged for a Christmas lunch at the White Heart in Hackleton for the 19th of December. Drivers are still offering their services for free. We may have to co-ordinate with other wellbeing groups to avoid having events on the same day.

9) DSPG member recruitment update* (Gillian)

In Gillians absence Kevin reported that not all those who express an interest follow through having received information from him about the group. Recruitment is still needed to either build the Management group or the Patients' Voice activities and engagements.

10) Meeting dates, venue, format (DSPG management/patient voice meeting) and times.

DSPG management meetings will normally be bi-monthly on a Friday at 2:00pm.

Patients' Voice meetings have not in the past received support from patients and it may be a better strategy to attend existing group meetings that happen in the villages, either during the day or in the evenings. The idea is to give a short 10-minute presentation followed by Q&A. It will be necessary to build a list of groups, when they meet and who to contact to ask. (Action: please either bring any information you may have to any of our meetings or e-mail Kevin who will collate the list)

11) Treasurers report (Lyn)

Lyn provided a summary of activity and current bank balance.

12) Time and date of our next meeting

Our next meeting will take place on Friday the 5th of January at 2:00pm in Denton Village Hall