**PPG Community Meeting**

**Date:** Wednesday 19th June 2019

**Time:** 11am

**Attendees (PPG team):** Kate Barry (KB), Sally Slade (SS), Trupti Chauhan (TC)

**Attendees (PPG members):**  None in attendance

These minutes include the items that would have been discussed if there were members present.

1. Introduction to the PPG team

* The team usually introduce themselves and inform the members about their role (the PPG is a patient-led forum in which our patients can have their say on ways to improve the service. The PPG works in partnership with the Practice to discuss any changes or ideas that could improve the service or premises)

1. What has the PPG achieved so far?

* PPG produce a quarterly newsletter
* PPG helped the Practice to revamp their leaflets – which can be found on our website or at the rear of the waiting room

1. Hayfever medication

* The majority of hayfever medication can be bought over the counter at local pharmacists and supermarkets
* Patients will be encourage to purchase this themselves and some requests may be rejected on this basis
* Pharmacists can also give advice on how to avoid triggers and how to treat hayfever

1. Travel vaccinations

* Patients are requested to complete our ‘Travel Risk Assessment Form’ at least 6-8 weeks before departure.
* The forms are available on our website, <https://roxbournemc.com/downloadableresources/> or at reception
* The form, once completed, is given to one of our nurses. She will review your medical history and contact you to book the appointment
* Some travel vaccinations are subject to a cash fee (e.g. Yellow Fever). The nurse can provide more information

1. Our new website [www.roxbournemc.com](http://www.roxbournemc.com)

* This has been created in line with Harrow CCG requirements
* There is a ‘downloadable resources’ page which contains our Practice leaflets, travel documents, diet sheets, physio sheets, medication information and much more

1. Social Media pages

* We are on Facebook @RoxbourneMedicalCentre, Twitter @Roxbournemc and Instagram @ roxbournemc
* You can follow us on any of the above for useful information, handy tips and resources from other medical third parties (such as Public Health England)

1. Changes to Gabapentin and Pregabalin

* From 1st April 2019, these two items were reclassified as Controlled Drugs.
* Those currently on these medications should have received advice sheets in the post.
* Patients can only order one month supplies at a time.

1. Electronic Prescription Service (EPS)

* If you get regular prescriptions, the EPS may be able to save you time by avoiding unnecessary trips to the GP.
* Patients must nominate a pharmacy to receive their medication – to nominate one, please speak to a receptionist

1. Patient Access and Proxy Access

* We would encourage our patients to obtain Patient Access logins as this is a more efficient way of accessing the GP services including viewing your medical record
* All new (and those with existing accounts wishing to have access to medical records) must complete our ‘Online Registration Form for Patient Access’ and bring photo ID.
* The form can be obtained on our website <https://roxbournemc.com/downloadableresources/> or via Reception.
* Any queries about Patient Access will only be addressed after 9.30am.
* Patients can now access Patient Access on behalf of their loved ones or people they care for. As this is a new feature of Patient Access, please bear with us whilst we generate a Proxy Access form.

1. Harrow Health Help Now App <http://harrow.healthhelpnow.nhs.uk/>

* Harrow resources in one place – symptom identifier, local service locator, and advice and health promotion links.

Any comments/ newsletter ideas/ feedback, etc can be sent to KB/SS via their email address:

[ppg.roxbournemc@gmail.com](mailto:ppg.roxbournemc@gmail.com)

The PPG do not deal with medical queries or complaints. The Practice has a complaints procedure in place.