

Minutes

Attendees: Beverley Wride, John Day, Jo Eydmann, Beris Cross, Angela Cox, Beth Maddock, Sue Hughes, Sally May, Dr Wood

Apologies: Rowena O'Toole, Mary Winning, Alan Bale, June Robinson,

1. **Notes from previous meeting-**Sue told the group that we hadn't heard from CQC regarding another visit yet.

2. **Points from the group**

- A member of the group mentioned a patient had had problems ordering their prescription on-line and needed new log in details. This was sorted for them the following day. We discussed other ways patients can order their prescriptions, by calling the prescription desk, by completing a form that is available on front desk and handing it in and also by completing the right hand side of their prescription and posting it in our box in the conservatory.
- The group discussed online ordering when an item is rejected. This has happened to members of the group and they asked why they are not contacted. There is a message on the on-line screen, once the prescription has been signed by the GP, to say it has been accepted or rejected. However, there should not be any reason why something is rejected from the patients repeat list.

3. **Advanced Access**

Sue informed the group that we will be continuing with Advanced Access for another year and the appointments had been added.

4. **AOB**

- A member asked if there was any more news on the Community nursing team being attached to the practice yet. **Sue will enquire**
- A member asked if there was any official document to have when you want to fly with news knees, hips etc. There isn't apart from requesting a letter from your GP to keep.

6 **Any Other Business**

- Sue told the group that the Federation PPG are holding a public event during PPG Awareness week in early June. This will be on the lines of healthy lifestyle and preventing diabetes. More details at the next meeting.
- We discussed the fact that NHS is 70 on 5th July and Sue asked for ideas on how we could celebrate this. We discussed asking the retired doctors to give some input on 'my memories of my first day in the NHS'. We will pull together some stories, photos etc and have a display running in the main waiting room.
- Beth told the group of a concert at St Marys in Taunton for Parkinson's UK. Details have been e mailed to all.
- We discussed the date of the next meeting and Sue has re-arranged the dates for the rest of the year, as follows:

23rd May at 12.30pm
18th July at 6.30pm
5th September at 6.30pm
31st October at 12.30pm
19th December at 12.30pm

Date of the next meeting: Wednesday 23rd May at 12.30pm