**PPG MEETING**

**4 NOVEMBER 2016**

**PRESENT**

Trish Campbell (Practice Secretary), Kelly Maxwell (Admin Assistant),

Elaine Hartshorne, Brian Todd, Sue Elwood and Joanne Lewis

**APOLOGIES**

June Barrett (Practice Manager) Glenys Whalley

**Minutes of last meeting**

Minutes of last meeting were discussed and following issues raised:-

Staffing – recently one receptionist has left and 2 have cut down their hours, adverts went out and interviews will be taking place

Dr Buckley will be retiring in March and an advert will be going out for replacement

Changes to ordering of prescriptions – pharmacies will no longer be able to order prescriptions on behalf of patients, this is a CCG initiative to prevent unnecessary medications being ordered by pharmacies that patients are no longer on or when patients are deceased thus costing money and waste of medications.

BT said that the jay ex board in reception said that when a patient has a telephone consultation appointment that the GP will ‘ring only once’. He feels this is unreasonable as it could not be guaranteed that you would be able to answer the phone. EH also said that some patients only had landlines and they may not be near their landline to answer if in the bathroom or a different room. Discussion took place as to what the receptionists told patients when they booked telephone consultations and that a time was given to the patient to expect the call from the GP and that patients were told to be near their phone to answer it. Also circumstances of the patients would also be taken into consideration ie elderly patients or bed bound patients. The ‘ring only once’ was introduced due to GP’s time being wasted ringing patients and getting no reply meaning they were running late for other patients.

BT said he felt the government were not giving enough money to the NHS

BT brought up the entrance road leading up to the surgery car park. This has previously been discussed and MAB had previously confirmed with the council that this road was council owned and that the street lights on the road were serviced by the council. BT was adamant that it was not owned by the council.

Concerns were raised regarding the exiting of the road from the surgery to Haslingden Road due to the vans and pick-up truck from the garage across from the surgery being parked on the Haslingden Road to the right of the exit road thus blocking the view of exiting cars and causing the possibility of an imminent accident. JB has spoken with the garage owners regarding this but the vans/truck are still being parked in the same place right up to the end of the exit road.

BT once again brought up the CCG policy regarding elderly couples being separated when needing nursing home or care home residence. He said this was also being looked into by the Older Peoples Forum of which he is a member. BT said he wants the CCG policy to state that couples will be kept together.

Next meeting 20 January 2017 11 am