

1	<p>Welcome and Introduction In attendance: MM, MS, SL, PR, JB, SB, JD, AR, SA, GM, PT, RP, SP</p>	
2	<p>Apologies received from PT, JG, ML-S, RW</p>	
3	<p><u>Approval of minutes 05.09.23</u> Minutes were approved</p>	
4	<p><u>Actions' Arising</u></p> <ul style="list-style-type: none"> • Prescriptions – paper/online. Discussed with the group that it is difficult to collate data re which are paper and which are online scripts. Issues were raised regarding scripts being sent to the wrong pharmacy. <i>A member asked if they should receive a message to say that their request has been received/dealt with. SP to action with the script team</i> <i>A member asked who should contact them if their prescribed medication is unavailable. One of the inhouse pharmacists has confirmed that once we have sent a script across to a pharmacy, it is the pharmacy's responsibility to contact either the patient to make them aware or ourselves to ask for a different medication.</i> • Pill form on website -updated to explain this is for the contraceptive pill • Booking appts online – after discussing this at the Operations Meeting it was confirmed that we will not be enabling booking appointments online. • Contact the Practice – as of this morning, we are working on yesterday's contacts. The increase in GP slots now that the registrars are more up to speed plus more of the reception team actioning these has ensured that we have a better turnaround time. 	SP
5	<p><u>Treasurer's Report/Receipt</u> Same as before £327.75. Request from RBr to ask for funding for either ear syringe (£170) or special oxygen probe for children (£? To be costed) RP asked for go ahead for ear syringer? The group agreed to go ahead with the purchases. Expected £30 shortfall to be made up by the surgery</p>	
6	<p><u>Digital Companion/Online Support Initiative</u> JB asked how we can progress online support for patients? JB noted that if we wish to decrease the use of paper scripts, how can we encourage more people to use online methods. Discussion around promoting on the website and messaging patients. JB happy to be troubleshooter/home visit. <i>SP to check if she is ok to do this.</i> Suggestions included – raise when patients come in for annual checks, pharmacists to mention when doing med reviews. <i>SP to discuss</i> <i>SP with to work with script team to do a count of paper vs online requests</i></p>	JB
7	<p><u>GDPR update/moving forwards</u> SP discussed the data breach and apologised formally to the group. ICO guidelines state that it is best practice to use bcc to support data minimisation.</p>	SP

	<p>PR explained that it will take time for google to refresh its cache which will remove data. SP confirmed that contact details are no longer on the minutes but are held as separate document and all emails will be bcc'd</p>	
8	<p><u>Display Board Updates</u> The group confirmed that they are happy for the PPG display board to be refreshed with the work created by the medical student. SP to organise</p>	
9	<p><u>Surgery Updates</u> 2 new receptionists have started recently. A Physician Associate is due to start on 13.11.23. They will do some of the work done by GP; taking history, examination, making recommendations. They can't prescribe but can recommend over the counter medication and, with supervision of GP can arrange meds. It is likely they will hold some minor illness clinics. ANP prescribing isn't over seen by GP but get advice when they need it. RW now on phased return. Covid vaccinations – 2120 >65's have been vaccinated out of a cohort of 2806 Only 720 < 65's have been vaccinated out of 1759 eligible. 3950 patients have been vaccinated for flu. Karen Chetwynd asked for her thanks to be passed on to those PPG members who supported the clinics.</p>	
10	<p><u>O&W PCN</u> Expanded number of slots for First Contact Physio – he sees people for assessments rather than treatment. Physician Associate is funded by the PCN 3 PCN pharmacists working alongside out pharmacists. Med reviews, BP reviews, diabetes reviews.</p>	
11	<p><u>AOB</u> Positive feedback regarding the vaccination clinics. An elderly patient was v pleased and commented that we are a 'fantastic practice' Clinics were extremely well organised. <i>Query re next meeting date? SP to check and ask for Jan meeting.</i></p>	
	<p><u>Meeting Dates for 2023:</u> Tuesday 7th November 2023 at 6pm <u>Meeting Dates for 2024:</u> Tuesday 5th March 2024 Tuesday 30th April 2024 Tuesday 2nd July 2024 Tuesday 3rd September 2024 Tuesday 5th November 2024</p>	