

Summary of Minutes of Meeting
UPPINGHAM PATIENT PARTICIPATION GROUP
held on 5th March 2019 at 5.30 pm

We were pleased to welcome three new members to the PPG Meeting and we look forward to them joining the Group on the future.

The **Actions from our last Meeting had been completed**. The Practice confirms that **they will advise a patient of the results of a test** that they, the Practice, arranges and that the most efficient way for this to be done is by text. However they urge patients to contact the Surgery if nothing has been heard after a week. When tests have been arranged that **involve a hospital or the crossing of local boundaries** it is always safest for the patients to chase the results themselves, and to make sure that the GP receives them.

It was agreed that the **communication from the Practice to patients**, for example regarding triage, attending appointments, accessing information or how systems work, should be checked to ensure that it can be clearly understood by all patients.

The **Clinical Pharmacist** carries out telephone triages and reviews patients with long-term conditions to confirm the status of their medication, but in the future his area of work will broaden. Also in the future there will be more pressure for targets for on-line services. The Practice is **currently promoting the on-line ordering of prescriptions**, primarily for safety reasons.

The four local Practices of Uppingham, Oakham, Empingham and Market Overton work well together under the governance of the Primary Care Network. They have recently collaborated on a **shared website** that addresses patient needs across the community, on standardising the approach to patients with long-term conditions and on back-office procedures, and they are looking at services that can be shared between the Practices.

The PPG has set up a new Working Group that is meeting with the Practice to discuss the relationship between them and how the PPG moves forward. Our PPG works in a different way from other local Groups and is keen to reach as wide a patient audience as possible in the most appropriate manner.

It was reported that the **recent Better Care Together Meeting** was disappointing in that it appeared no progress had been made in resolving the practical issues of the split between health care and social care.

The date of the **next PPG meeting** is Tuesday, 16th April at 5.30pm.