



**The Patient Participation Group of  
The Grantham Practice - The Listening Practice  
Minutes of the meeting**

**Date: 23<sup>rd</sup> March 2017**

**7 PPG members attended meeting**

<b>Practice staff attendance:</b>	<b>Jonathan Wilmshurst –</b>	<b>PM</b>
	<b>Karen Grace -</b>	<b>Receptionist/Admin</b>
	<b>Mary O'Connor -</b>	<b>Reception Supervisor</b>
	<b>Dr S Wickremesinghe -</b>	<b>GP</b>

**1. Welcome**

Jonathan welcomed all the usual members and some new faces to the group.

**2. Outcomes of 2 projects for GP Delivery Scheme**

Spoke about 2 projects that the practice has been doing as agreed in our August meeting. The 2 areas we focussed on were as follows:

**a) Uptake of flu figures**

We try to target our flu uptake as best as we can. Normally, we only get a certain number who have flu jabs. We tend to have problems with getting everyone in. We try to promote the importance for patients to get flu jabs and to dispel myths around flu vaccinations giving patients the flu. We still need to keep moving forward with increasing our uptake.

**b) Improving the practice environment**

We showed the “before” and “after” surveys. **Please see appendix 1.**

Results were discussed. Basically, the project, according to the surveys, have met the objective.

We fitted LED lights to make it a much brighter place, we decorated the waiting room with a calm colour and opened the wall space to include artwork. We will use our TV display to advertise up-to-date health information as well as welfare details and up-to-date news on what’s going on at the surgery.

Some of the survey results showed:

- a) The environment was a much “warmer” and friendlier place to be
- b) Patients felt more relaxed and less tense
- c) Less people were worried about seeing a clinician
- d) People visiting fell more restful
- e) People are less nervous about seeing a clinician
- f) Some people felt more cheerful
- g) It’s a brighter place and more homely
- h) The surgery does not look dull
- i) It’s not a depressing place, as shown before
- j) Patients felt that staff performance improved



The results clearly show that there is a benefit to staff, visitors and patients who come to the surgery.

**THANK**

**YOU!**

A special thank you to all our PPG members and staff that helped towards making this successful.

### **3) Food Garden**

The food garden launch took place today – 23/3/17. We have been running 3 planters since July 16 and now we have 9 planters altogether.

We are reaching out to patients to get involved. This is a fantastic project that patients can get involved with - especially people with long term health conditions and those who do not get out much. They learn how to grow healthy food in a safe and secure environment. Patients, doctors, nurses and Lambeth residents grow food together in and for the NHS. Experienced gardeners come and do weekly sessions and teach patients how to grow food.

We are asking for more patient participation to make this exciting project flourish. Our PPG can help get the message to some of our patients who would benefit from doing something like this.

If anyone is interested in taking part to growing food in our garden then please let Jonathan Wilmshurst know. The garden team are here every Wednesday at 1:30pm.

#### **4) Waste management of medicines**

We know that millions of pounds of NHS prescribed medicines are wasted every year.

##### **Some of the possible reasons why medicines are wasted are:**

- Patients don't take medicines as prescribed.
- Patients stop taking medicine for some reason; maybe it doesn't agree with them [side effects]
- Patients have their treatment changed which means current medicines are no longer required but kept.
- Patients stock piles medicines "just in case". All items from repeat prescription are dispensed even if patient doesn't want them at the time of ordering something else.

Possible solutions PPG thought about are:

- Patients could be given blister packs.
- Patients could get some kind of help to know how to use medicines, and why they have been prescribed medications
- Problems, like side-effects, are discussed with patients at the consultation and patient is able to come back to GP to either have the medication changed or be given something to help with any side effects
- Patients can bring their unused medicines into the practice and we could dispose
- Prescribing habits are changed so that GP just gives the correct amount and this should reduce over-ordering and stock-piling
- Leaflets given to patients explaining about ordering the right amount of each item and this could be attached to each patient's script
- Advertise in waiting room, on website and other literature

#### **5) Thank you Jonathan and Team**

The PPG thanked Jonathan for going "above and beyond" by cooking hot food every time for the PPG members and to the staff who help make these meetings run really well. The atmosphere is very friendly and the members really appreciate it.

#### **6) Date of next meeting – 30<sup>th</sup> June 2017**

#### **7) AOB**

None was raised