WARLEY MEDICAL CENTRE

**PATIENT PARTICIPATION GROUP**

Minutes of Patient Participation Group held on Monday 1st July 2024 at Warley Medical Centre.

**Present:** Vic Silvester (Chair)

Janet Walters (Medicines Manager/PPG Lead)

30 People as per the signing in sheet

**Apologies:** 10 apologies received plus Vicky Clayton (Practice Manager)

Minutes of the Last Meeting: Minutes of the last meeting had been circulated to members by email.

**Chair Remarks:**

The Chair said that at the January meeting it was suggested that we have a guest speaker giving a presentation on the menopause. Despite numerous phone calls to organisations who provide menopause training he had been unsuccessful to getting someone to talk to the PPG.

We are still without a secretary to take notes at the meeting and also the setting up of a committee to help with the organisation of the PPG and looking at futures events at the PPG meeting and also within the practice.

**Surgery Matters:**

Appointments can be made to see a Doctor or Nurse via the telephone system, on line via the website, to do this you will require a password which the reception will sort out for you, and also book an appointment in person by attending the surgery.

Janet Walters said that with the level of telephone calls first thing in the mornings all staff will be manning the phones so that you do not have to wait too long to speak to someone.

It was suggested that a list of Doctors is displayed in the surgery together with a photo so patients are aware of the staff at the surgery

**Brandhall Pharmacy**

A member of staff from Brandhall Pharmacy gave a presentation of the services they provide.

The pharmacy is licensed through the NHS to not only deal with prescriptions but also give advice on minor ailments. If you have symptoms of an illness or condition, in the first place you can consult with the pharmacist who will give you advice, prescribe a drug or advise you to see a Doctor if they think it is necessary.

A list of common conditions is listed:

Sinusitis Sore throat

Ear infection in children Infected insect bite

Impetigo Shingles

Urinary tract infection in women Blood Pressure Testing

The Pharmacist is not allowed to prescribe controlled drugs which can only be prescribed by a Doctor.

The pharmacy also offers a prescription service to those patients who have regular prescriptions. They will keep records of the drugs you have and notify the Surgery when your perception is required. They receive the perception by email and text you when they are ready for collection.

With regard to unused drugs, these can be returned to any chemist for disposal, if it is a controlled drug you will most likely have to return to the Chemist where you had the drugs from.

**Any Other Business:**

The Chair asked members present for ideas of what subject they wish to have raised at future meeting.

We are still trying to find a speaker on the Menopause for the next meeting.

Date of next meeting Monday 7th October 2024 at 5.30pm

**Meeting closed at 6.25pm**