**PPG Meeting**

**Carnarvon Medical Centre**

**Held on: 29th February 2024 12PM**

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| Those present | | |
| Sinead Walsh | Practice Manager |  |
| Dr D Vincent | GP |  |
| Deborah McGrory |  |  |
| Dawn Thwaites |  |  |
| Majzoub Ali |  |  |
| MG |  |  |
| K Joscelyne |  |  |
| Christine Davies |  |  |
| Paul Lieberman |  |  |
| Peter S |  |  |
| Lorraine S |  |  |
| VO |  |  |
|  |  |  |
| Apologies | | |
|  |  |  |
| Chairperson | | |
| Maggie Joscelyne |  |  |
| Minutes | | |
| Shelley |  |  |

**Action**

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| 1. **WELCOME** |  |
| Welcome to participants. Dr D Vincent introduced himself. |  |
|  |  |
| Mr Ali-minutes does not include full names and email addresses of participants only their initials. For sharing email addresses, we would need participants to sign a consent form.  Mr Ali would like to be able to communicate with other members and is requesting contactable information is shared with consent.  SEE ACTION | **PPG members should opt in for sharing personal details such as email addresses.** |
| 1. **Parking Eye** |  |
| Landlord has scrapped the plan for a ‘parking eye’ due to a discrepancy in the contract and are looking for a new company and system. At the moment, as a surgery, we do not know anything else but hoping by the next meeting we will have some updates. |  |
| 1. **Doctor’s Appointments** |  |
| Lack of GP appointments. The surgery is trying to recruit a salaried GP but there is a shortage. Most GPs want to only do locum work. We do have ANPs, Phycian Associates and Nurse Practitioners who are highly skilled and have to undergo a significant amount of training. They can refer and prescribe appropriately and can liaise with GPs if required.  Patient should be aware who they going to see. |  |
| 1. **ICE** |  |
| To date ICE is still an ongoing problem. The problems are being investigated by ICE pathology. |  |
| 1. MAKING APPOINTMENTS |  |
| Receptionists are not allowed to say call back at a particular time for an on the day appointment. |  |
| 1. **PRESCRIPTIONS** |  |
| Repeat prescriptions can be given for two/three months (at the doctor’ discretion) but they cannot be issued more than seven days before due date and if they are a controlled drug, they will only be issued on the date due. Exceptions are made for patients going on holiday. |  |
| 1. **PHARMACIES** |  |
| Practices are not always aware of chemists closing down. It is the patient’s responsibility to source a new pharmacy and let the practice know where to send their prescriptions. |  |
| **9. AOB** |  |
|  |  |

The meeting finished at 1PM

Date of next meeting: Thursday 30th May 2024

Minutes circulated via email

***All personal comments/issues relating to their care raised by patients at this meeting have not been included in these minutes due to patient confidentiality.***

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**PPG email:**

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