

2	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3	Update on events at the surgery	
3.1	OU informed the team that the surgery has recruited 2 new receptionists and a new Health Care Assistant.	Note
4	Discussion on additional improvements to be made at the practice	
4.1	OU announced the PPG's that WHC has achieved the highest level and collected all points for QOF for the last two consecutive years.	Note
4.2	OU informed the PPG's that unfortunately the development funding for the extension at the surgery has been rejected.	
5	Clinical Talk – Clinical Research Network	
5.1	<p>NU informed the PPG team about the changes in the prescribing of medications for acute (short term) illnesses, minor and or self-limiting conditions, and health supplements which could be bought cheaply over the counter.</p> <p>NU explained that the CCG are doing this for the following reasons:-</p> <ul style="list-style-type: none"> • To encourage and empower people to self-care for minor self-limiting conditions at home with support from community pharmacy which will therefore reduce reliance on prescribers for prescriptions. • To free up clinician consultation time for people who have more complex healthcare needs and who need more active support in managing their health. • To increase patient awareness of preparations which are of low clinical effectiveness, where there is a lack of robust evidence of clinical effectiveness and or can be purchased over the counter easing pressure on NHS prescribing budgets. <p>Treatments and preparations for acute (short-term) illnesses, minor and/or self-limiting condition were also discussed in detailed as follows:-</p> <ul style="list-style-type: none"> • Pharmacy only and general sales lists treatments can be purchased 	<p>Note</p> <p>Note</p> <p>Note</p>

	<p>over the counter from a pharmacy with or without advice.</p> <ul style="list-style-type: none"> • GSL (including a patient leaflet) can be purchased from other retail outlets such as supermarkets, petrol stations, convenience and discount stores. • Treatments that are used to treat a condition that is considered to be self-limiting and so does not need treatment as it will heal or resolve by itself. • Treatments that are often available to purchase over the counter at a lower cost than would be incurred by the NHS on a prescription. <p>Questions were asked and answered.</p>	<p>Note</p> <p>Note</p>
6	AOB	
6.1	BV reported that she had some hiccups with her repeat prescriptions for e.g her requests have been misplaced and BV would like this to be looked at. OU confirmed to BV that this would definitely be looked at so that she does not experience the same problems in the future.	Note
6.2	NO needed some clarification about private prescription and this was explained by NU.	Note
6.3	AA had a concern that reception does not pass his messages to the doctors because he does not get a call back from the doctors. OU on behalf of the receptionists and doctors apologised for it and explained that calls are usually dealt properly but may be this was a one off. OU explained that patients could be very demanding at times not knowing how busy the receptions could be. OU advised that by the new year she is hoping to get another doctor on board to share the workload and responsibilities. OU confirmed that WHC are working on that sort of problems to prevent them from happening.	Note
7	Date of Next Meeting	
7.1	Monday 05 March 2018 Time: 6:30pm Venue: Woodlands Health Centre	Note

PPG FUTURE MEETING DATES: (First Monday of every Quarter)

DATE	DAY	MONTH
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04.12.2017	MONDAY	DECEMBER
05.03.2018	MONDAY	MARCH
04.06.2018	MONDAY	JUNE
03.09.2018	MONDAY	SEPTEMBER
03.12.2018	MONDAY	DECEMBER