**Minutes of Patient Participation Group Meeting**

**Tuesday 8th November 2022**

**Present: Michelle, Mel, Karen**

**Apologies: Carol, Richard, Bill, Janette**

**Minutes of the last meeting**

Minutes agreed. Outstanding items on the agenda.

**Lloyds Pharmacy**

The problems with Lloyds Pharmacy have got, if anything, worse. The practice are still struggling with patients being affected by unscheduled closures and whilst there are genuine national shortages of some drugs, Lloyds seem to be unable to obtain drugs which are freely available elsewhere. This is piling pressure on the practice as patients come back to us asking for an alternative prescription. The shortages include common antibiotics, and this is of course a problem for patients who are unable to travel out of Towcester to obtain their medications. Michelle advised that she has details of the top person at the company who have taken over Lloyds Pharmacies. She will forward this. Mel will draft a letter of complaint on behalf of the PPG for all to review/amend as necessary.

**Friends and family test**

The practice have reintroduced the friends and family test with a new text service provider. We trialled the test with patients who have seen a social prescriber. 60% would rate our service as very good, and 33% as good. There were a couple of comments about appointments running late. One suggested we should have 2 people on the front desk as there was a queue at the desk. A number of comments advising that they felt that the service from the social prescribers were very good, with personalised care and plenty of time to discuss issues. One comment said “very fast response to online enquiry and appointment to see GP”. We will now roll these out to all of our appointments.

**Newsletter**

Following the last meeting, KW distributed the proforma for creating a newsletter. Michelle advised that although she has less time now and would like to pass on responsibility for creating the newsletter she will do the next one. We agreed that the content should be flu/colds, social prescribers, training days, Bank Holidays, flu and Covid vaccinations. Welcome to the pharmacist, physiotherapist and doctors.

**Patient self-referral to social prescribers**

Patients can now self-refer to social prescribers. A link will go on the website. KW will let Michelle have the QR code to go on the newsletter.

**Next meeting**

Tuesday 13th December at 6:00 p.m.