

 The **Clover** Group Practice  
**Minutes of the Clover Buchanan PPG Meeting**  
held on  
Tuesday 16<sup>th</sup> August 2022

<b>Present:</b>	
Sue Fletcher (SF)	Support Manager

<b>In attendance:</b>	
TL, JK, MK	Patients

	ITEM	Action
<b>1.</b>	<b>Welcome and Apologies</b>	
	Sue opened the meeting and welcomed everyone. We have a new member this month - MK	
<b>2.</b>	<b>Staff Leavers/Starters</b>	
	We discussed the changeover of GPRs – MK said he had consulted with our new GPR Dr Mycock and found the fact that he is male put MK at ease.	
<b>3.</b>	<b>Patient Charter</b>	
	We discussed the Patient Charter again as some of the patient's hadn't seen it. It was well received and patients thought it was useful for patients and the practice alike.	
<b>4.</b>	<b>Interacting with people with a Learning Disability and Autism</b>	
	<p>From the 1<sup>st</sup> July 2022 a new legal requirement was introduced in the Health and Care Act 2022, that staff receive training how to interact appropriately with people with a learning disability and autistic people, appropriate to their role.</p> <p>The group was asked to consider how LD/Autistic patients access information, is it in a way that can be understood and any suggestions how to improve what we have?</p> <p>JK provided a real-life example of a difficulty that had been experienced when trying to request support for a relative. As JK was not authorised on the record, no information could be shared. This had caused frustrations at a difficult time.</p> <p>SF explained that if the practice doesn't have authority to speak to someone about a patient's medical records, then we would not do so. We have to be very careful with patient confidentiality and processing data correctly. SF asked JK to ask the relative to authorise that JK can have access going forward. This will be</p>	

	<p>recorded on the patient record and will be in place for next time.</p> <p>We discussed if having a “quiet area” in the surgery for people with anxiety/LD would be useful. Although there is nowhere specific currently, if there is a room that is not in use this can be offered. The practice is limited by the building but in the new build the needs of patients are being factored into the requirements. All agreed it will be much better for patients.</p>	
<b>5.</b>	<b>Telephone System Feedback</b>	
	<p>The new telephone system was discussed and there was mixed feedback. Some really liked it however, some didn't like that the prescription line has been closed.</p> <p>SF explained the reasons for the change and how easy it is to order repeat prescriptions using other methods. SF also explained how time consuming it was for staff to process prescriptions via the phone line, which meant they have less time to answer the phones and help patients.</p> <p>MK didn't know about online ordering and SF assisted to set up a password and demonstrate how to gain online access. MK was happy to try the new method.</p> <p>SF also explained that the change was to bring the surgery in line with other practices locally and the rest of the Clover Group.</p> <p>All were satisfied with the reasons for the change.</p>	
<b>6.</b>	<b>Date of Next Meeting</b>	
	TBC	