

Receptionist time and that possible new legislation may be bought in to increase the amount you can purchase over the counter. Leo asked if Tania knew what the 10-medicines and she said no except that they were 'low value'.

Leo asked Tania to explain the levels of training required for pharmacy staff.

- (1) Medicines Counter Assistant – In-house with products, taught to ask why you are buying them etc. Various teaching modules
- (2) Pharmacy Assistant – NVQ 2 – 1-year; 1-day a week training at College, not allowed to put an order away
- (3) Pharmacy Technician – NVQ 3 – 2-years, 1-day a week and City Guilds or BTEC – registered with Pharmaceutical
- (4) Accuracy Checking Technician – 1,000 prescriptions without any mistakes
- (5) Pharmacist – 4-years at University and 1-year fulltime Pre-Registration BSc OR Diploma OR MSC

Leo said it was important to 'spread the word' of exactly what services the Pharmacies can do. Tania agreed to send the website to the different localities attending today.

Tania said if any of the other PPG members wished her to attend she would be quite happy to do so.

The 'Talk' then concluded and both Tania and the other PPG members left.

AGENDA

1. Welcome Possible New Members – No new members attended

2. Apologies – from Gerry who had to leave at 7pm

Eric welcomed both Chris and Jacquie back to the Group

3. Minutes of Last Meeting – No issues with the Minutes

4. Practice Items – Christine Payne

Christine said it was important to promote the Practice's online services i.e. Appointment making as well as Prescription ordering etc. That last year a 10% requirement was needed and 14% was reached whilst this year 20% was required. A short discussion took place where some members said they already did use the online service whilst others said it was not for them. Jacquie raised the issue of Nurse's availability could not be checked online. Chris said this was more difficult as it depended on what the patient was seeking the Nurse for but would look into the possibility of this happening. **ACTION: CHRISTINE**

Possibility of promoting the online services via the PPG website and Newsletter. Paul to speak to Gerry regarding this. **ACTION: GERRY**

Leo suggested an 'Open Day' to identify the 'Online Services', thought to be an excellent idea and a date was to be agreed. **ACTION: LEO/ CHRISTINE**

It was also suggested that a Notice of the Next Meeting be placed on the PPG Board as well as A5 to pass out to patients visiting the Practice to try and increase the Group's membership. Jacquie agreed to send something to Lesley for her to action. **ACTION: JACQUIE/LESLEY**

5. Any Other Business

Leo asked if anyone had seen the National Association of PPGs – E-Bulletin, she felt it was more positive and had some interesting stuff in it which she is hoping to bring to the next Meeting. **ACTION: LEO**

Leo informed the Group she would be sending away for the Awareness Week Resource Pack and would bring the Group update on this at the next Meeting. **ACTION: LEO**

Leo said she would look into the other Guest Speakers and whether the other PPG Members would also like to attend and if so the invites would be done through Julie Beevor. **ACTION: LEO**

Gerry informed the Group that any items for the Newsletter then he would like these by the 20 June 2017. **ACTION: ALL**

6. Date & Time of Next Meeting – Monday, 31 July 2017 at 6pm