Minutes of Patient Participation Group Meeting 24th April 2019

Present: Mrs G Regisford, Mrs M Dill, Ms K Bibi

Apologies: Mrs J Baines, Ms Z Shabir, Ms S Wilson, , Mr M Hassan.

Absent: Mr Z Malik.

Frankie Doherty, Katerina Nardaia and Maura Black.

Minutes of last meeting were taken as read.

Frankie welcomed those present.

Agenda:

Access on Line – Patients can see their NHS No. their allergies, their medication and immunisation status. Patients can also book appointments and order their repeat prescriptions.

For further information, patients can speak to receptionist and find out how to access this service

Breast Screening - Unit is still in the carpark at the Health Centre. Patients who do not fall within the age group for screening can, should they so wish, telephone for an appointment to have the screening done. (It is a Freephone number which we give to patients)

Bowel Screening: We are actively promoting the bowel screening programme for those patients who are eligible. If patients have not received the appropriate kit, again we have a Freephone number for them to call and request the kit.

Staff Update - Our new apprentice: Anwar is now with us full time. At the end of his apprenticeship Anwar and 2 guests were invited to the annual Apprentice of the Year celebration dinner where Anwar received the Doug Ellis Special Recognition Apprenticeship Award in Business Administration Level 2 (presented by Lady Ellis).

Currently, we have 1 registrar who will be with us until August.

Lesley, our practice nurse retired some time, is delighted to be back with us 2 mornings a week as a volunteer.

We now have a new Practice Nurse (Michelle)

O.T.C. (Over the counter medications). As a measure to save money, current NHS guidelines do not allow GPS to prescribe medications which are widely available in high street high street shops and chemists. However, certain patients are exempt, e.g. patients who for medical reasons must use recommended creams lotions etc for specific chronic conditions. GPS will identify such patients and there should not be a problem.

We have a display in our reception area, done by one of our Patient Group Members, with over 30 items which are readily available over the counter.

New Telephone System – Recently installed in an endeavour to improve the level of service and following a patient satisfactory questionnaire. It’s still in its infancy! Please feel free to give us feedback on the system.

Car Parking – has become somewhat of a nightmare. With the Breast Screening Unit and the new pharmacy in the building, it is almost impossible to get a space in the carpark. Consequently, some of our staff now park half way down Edward Road and patients run late for their appointments trying to get a parking space.

Signing up to EPS - Advantages and disadvantages.

Requests for repeat prescriptions must come from the patient and not from the pharmacy. Not all medications will go by EPS and therefore, in some instances, a patient may need to come to the practice for these. We also like to review patient’s medication frequently. For patients on medication that can be sent in its entirety via EPS then this is useful.

Arrival system - We decided at the outset not to use the system and we are happy with that decision based on previous experience

Information Governance – General Data Protection Regulations discussed. (GDPR)