

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 6TH MARCH 2014

Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Patients

Allan Bulmer

Elizabeth Black

Dorothy Christie

Lillian Santarelli

Eileen Fair

Norman Curry

Mr Robert McWilliams

Iris Robbins

Apologies

Angela Wall

GP

JW welcomed new members to the meeting and thanked them for coming along.

Minutes of the Previous Meeting in December 2013

JW updated the group on actions from the previous meeting:-

Invitation to the Patient Participation Group

As mentioned in the meeting in December, Lisa Wilkinson will be the lead for the administration side of the group. Lisa will be inviting all patients who have expressed an interest in the group, including virtual patients. The invites will be via several different routes such as Telephone Call, E-mail, Text Message and Post. It was also agreed that it

would be good to have a reminder message sent as some patients like to be informed in good time of the meeting so they can ensure their availability but some would like a reminder nearer the time. JW will pass this to Lisa to ensure this happens.

The Patient Registration form has also been updated and now includes a section for patients to express an interest in the group.

Action: JW

Text Message Appointment Reminders

The practice are still asking patients to sign up to this server, however patients do change their mobile number and not inform the surgery. The Admin Staff do try and ask the patients if their details have changed to try and keep on patient information as updated as possible.

DNAs (Did Not Attend)

This will be a continuing issue and the practice policy will be continued to be updated and enforced.

111 Service

This is still a relatively new service and will have teething problems that will need to be addressed. There is a working group that the practice can feed issues into. One of the issues relates to triage and the patient being told to contact the surgery for an appointment within the next 2hrs or 6hrs etc. This has been fed back to the group as it is not within the any practice scope to be able to offer these types of appointments.

Retinal Screening

Mrs Black fed back to the group that her podiatry and retinal screening was arranged for the same day. Mrs Black initially received a letter saying both examinations would be carried out on the same day and when arrived for appointment was told Retinal Screening would not be carried out and an old letter was being used. AW did contact the diabetes centre – practice awaiting feedback.

JW/MoN explained that the Retinal Screening and Podiatry are run now by different organisations and unfortunately there were teething problems with IT.

Action: AW

Potential New Surgery at Benwell

Talks are continuing to look at Benwell surgery and JW will keep the group updated.

EPS (Electronic Prescription Service)

JW and the practice pharmacist has meet with a chemist to try and look at the issues both the practice and the chemist are facing with regards to EPS.

If the patient has signed up to EPS and are ordering their usual repeat medication, the practice still requires the normal 24hrs to process the script as the Clinical Staff still need to digitally sign the scripts to enable them to be sent to the nominated chemist.

It has been explained by the chemist that they cannot easily identify which electronic prescriptions are routine repeats and which prescriptions have just been issued after an appointment with the GP. The practice pharmacist is looking at a way to attach a message to the electronic prescription to help them identify this.

Once the prescription has been signed by the practice and send to the chemist, it then becomes the chemist's responsibility to issue the prescription. The practice has no control over how long this may take. JW suggested if having problems to talk to your nominated chemist to help solve any issues.

Matters Arising/General Discussion

Patient Involvement

Karen Inglis from Newcastle City Council is involved in helping to improve outcomes for the local people in the Kenton area. Local people have come together to make sense of this initiative and to begin thinking of a wider area. The group have called themselves the 'Bright Ideas Group' and have a website at www.brightideasnewcastle.co.uk/small-sparks/. JW will look to invite Karen to the next meeting to talk about this initiative. This can be something that can be followed up moving forward.

Action: JW

NHS Choices

Recently there have been comments posted on the practice NHS Choices pages in which the practice has responded to the comments but the practice was not given a chance to respond in person with the concerns. JW will be updating NHS Choices information in the very near future but it you do with to view the practice on NHS Choices, the practice at each site is listed under Dr Black and Partners.

<http://www.nhs.uk/Pages/HomePage.aspx>. This can be something that can be followed up moving forward.

Action: JW

Newcastle Disability Forum – Access Group

Mrs Black is involved in this group in which helps to make building more accessible to disabled patients. They also assist GP surgeries if any having access problems. JW thanked Mrs Black for the information and it is very useful to know who to contact if the need arises.

Red Cross

Mr Bulmer informed the group that he has contacted the Red Cross for emergency help if anything ever happens to him as he is a carer. This is a valuable service for any carer. Mr Bulmer will ask if anyone from the Red Cross available to come to the next meeting once a date has been agreed.

Action: Mr Bulmer

Patient Survey

It was agreed that the same survey will be used as last year to compare the results. JW informed the group that the results are being collated and once the results are finalised they will be circulated to the group for comments and included in the end of year report.

Action: JW

Date of Next Meeting

No date was set for the next meeting but will be approximately 3 months' time (June 2014).