

Colby Medical Centre

PPG Minutes 20/.09/2017

In Attendance:

Anita Harrison (Practice Manager)

Lisa Shacklock (Medical Receptionist)

Angela Cornwall (Chair)

Catherine Ledsham (Patient)

Tony Cork (Patient)

Frank Murphy (Patient)

Welcome

Anita introduced herself and Lisa to the group. It was explained to the group that Lisa will be taking over the meeting starting from the next one.

CQC Inspection

Anita explained that we will be having our CQC visit on the 28th September and that Lisa will inform them all of the outcome at the next meeting.

Appointments/Phone Access

Anita explained to the group that we have extended our on the day appointments to 4 per session, min would be 8 in one day. The group said that they found that they were able to get an appointment on the day if they needed one, now that we have had added more.

Anita also asked the group if they found that their calls was being answered a lot quicker now we had moved the phones to the back reception and had added an extra line.

They all said that they had no problem with getting through by phone and was happy with the extra phone line being added.

3rd Party Ordering/Patient Access

Anita asked how the group had found ordering there prescriptions themselves since the 3rd party ordering started in May 2017. The group said they were happy to order themselves.

Anita explained that then pharmacy can still order for blister pack patients and housebound patients can call the surgery and request there meds over the phone and they will then be sent eps to the patient's nominated chemist.

Angela did state that she sometimes found it hard with her working, to get the surgery to request her repeat prescription. Anita informed that she can use patient access. Anita explained how patient access works and also advised that as well as requesting medication that patient can also book appointments. Angela said she thought about it a while back but and was given her registration form but did not register. Catherine then showed Angela how to set up patient access

on her phone. Angela said she was going to register online when she got home.

Catherine said that when she goes on to patient access she is can order her medication with no problem but she is unable to book an appointment. Anita said she will look into it as all available appointments that we have should be showing on patient access.

Lisa also explained to the group that if patients were finding it hard to set up patient access then she was asking them to come into the surgery and helping them set up the patient access and showing them how to use it.

Winter Pressure

Anita informed the group that winter pressure has now extended the access to weekends that can be booked Friday morning. The group thought this was a really for patient especially people that work and find it hard getting to the doctors in work times.

Influenza

Anita informed the group that we now had our flu vacs in the surgery and was starting to book appointments.

The group was entitled to a flu vac and was given them at the end of the meeting by our nurse.

Staff Changes

Anita informed the group that Dr Williams has now confirmed she will not be returning to the practice due to family commitments. Dr Brian Johnston has joined us four days a week and we also have Dr Ondire a locum GP that is working Wednesday's.

They were also advised that we have an in-house councillor (Lizzie) on a Friday. The group said they thought this was a really good idea.

Charity

Anita informed the group of how much was raised from our Christmas jumper day and wear it pink day.

Which was: £46.47 Christmas jumper day, £64.50 Wear it pink.

Anita asked the group if they think of anything else we could do to raise money for charity then to let us know. The group said that they would like to hold a coffee morning where they can purchase cakes and tea/coffee and have a chat. Anita said we could look at doing it early next year and see if we could use one of the buildings big meeting rooms to hold it.

AOB

Catherine said that she found there was not a hand sanitizer when coming up the stairs and having you hand on the stair rail. She suggested that we have a bottle for patients to use on the front desk. (We now have a hand sanitizer attached to the wall next to reception).

Mr Murphy said he found lately when he was ordering his repeat medication that if he only order one item that he was not getting a full repeat list on the back. Lisa said she had noticed this herself and would now speak to the staff and ask them to make sure that all patients on repeat medication should have a full list on the back of the prescription.

It was also a suggestion by the group that we invite John Davey from Davey's pharmacy to out next meeting so it can be discussed with him ideas they think may be helpful in his busy pharmacy. Lisa said she would send John an email inviting him to our next PPG meeting.

Date of next meeting is 9th January 2018 at 11.00am

