

Minutes of Patient Participation Group Meeting held on 04/09/2019 at Gladstone House Surgery

Patients invited: Kath Threllfall, Ian Threllfall, Brenda Loynes, Denice O'Rouke, Evelyn Leck, Doreen Short.

Present: Kath Threllfall, Ian Threllfall, Brenda Loynes, Denice O'Rouke, Evelyn Leck, Doreen Short.

**Staff: Ruby Ray (Practice Manager), Lesley Giddy (Practice Administrator)
Minutes taker: Lesley Giddy**

Action

Introduction and welcome	RR Welcomed everyone and thanked them for attending the meeting.	.
RPOS Repeat Prescription Ordering Service	<p>RR updated all members on the new repeat prescription ordering system (RPOS) introduced in our locality on 2nd of September by our Clinical commissioning Group. The new system has been introduced due to reported medicines incidents and medicines waste.</p> <p>This would involve the cessation of the community pharmacy managed repeat ordering service. Practices will no longer take requests from community pharmacies. It was discussed that in our practice individual circumstances had been taken into consideration and where possible elderly / vulnerable patients would continue to be able to order via the pharmacy using repeat dispensing.</p> <p>All participants were in agreement and felt it was a good idea.</p>	
E Consult	<p>RR informed all participants we now have E-Consult – (Online GP consultations) It was discussed that it was being promoted on the TV screen in the waiting area and via the reception staff over the phone.</p> <p>RR explained that E-Consult was available on our website and was a question and answer form to complete. It was stressed that it would not let you proceed if it was anything that would warrant urgent attention such as heart attack / stroke symptoms but</p>	

	was there for everyday use such as sick note requests or for appointments that didn't need a physical examination.	
CQC Inspection / Scores	RR discussed that we had recently had our CQC inspection by telephone and that CQC were happy with their findings and would be back for the routine inspection in 2021.	
Patient Satisfaction Surveys	<p>RR stated one of the areas we need to improve on would be around patients finding it easy to get through to the practice by phone.</p> <p>DO advised that she had experienced issues with our phone lines when trying to get through especially during our busier periods. She informed that after being on hold for so long the call would then drop / cut off before speaking to anyone which was frustrating if one had waited for some time.</p> <p>DNA'd appointments were discussed and how much clinical time was wasted in a month.</p> <p>Positive feedback was given for reception staff from both DS and EL, both agreed that staff were lovely, all caring and polite.</p>	RR to look into it.
Any Other Business	<p>EL discussed the role of Health Watch and what work she undertook for them. She advised that she organises 3 events yearly around breathing classes and diabetes and advised she would pop some leaflets into surgery to be handed out to staff / patients interested in the services offered around diabetes and respiratory.</p> <p>EL also discussed clubs available for men to go to, to talk to people and where they were held.</p> <p>BL discussed the work she had been involved in recently around the birthing centre at Hartlepool and that from October the 1st 2019 babies would be able to be born in the unit again. At present it is mainly used for prenatal and postnatal classes.</p>	
Next Meeting	January 2020	SL to organise

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