**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 13th July 2015 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mrs Linda Endicott (LE), Mr Terry Bennett (TB), Mrs Karen Harris (KH),

Mr Mike Martin (MM)

**In Attendance:**  Miss Caroline Butler (CB) Admin Manager/APM

**Apologies:** Miss Vicky Greenwood (VG), Mrs Donna Jackson (DJ),

Chris Casey (CC) Practice Manager

Miss Anita Redfern (AR) Reception Manager

1. **Actions / Feedback from Previous Meeting**

The group present were unclear as to the reason for renaming the group. The group agreed to defer this decision until the next meeting when more members are present.

1. **New Actions**

CB informed the group of the practice’s decision to withdraw the automated prescription phone line from the 28th September 2015. The decision has been made for a number of reasons. There is a concern over patient safety, with unclear messages being left, mispronunciation of drug names, discrepancies with drug strengths and dosages, patients not leaving contact details correctly and time consuming trying to get hold of the patient to confirm their request thus leading to delays in issuing their medication. The practice also feels there are sufficient alternative methods for the ordering of repeat prescription; online via patient access, through a pharmacy, dropping the request into the surgery and by post. The practice also recognises that a small number of patients will still need to order their request by phone. The practice is currently looking at identifying these patients and they will be able to ring the main surgery line after 2pm, when the phone lines are quieter and a receptionist will be able to deal with their request.

**The on-going action plans to implement these changes are:**

A spreadsheet to audit and identify all users of the current answerphone service.

A letter to be sent to all current users to inform them of the changes and how to re-order in the future

Changing the current answerphone message to inform patients of the upcoming changes.

Slips to be attached to prescriptions with information as to alternative methods of re-ordering.

Identify the cohort of patients who will need assistance in ordering their prescriptions and add an alert to the computer system to say they can order by phone after 2pm.

Update the website with information and add a link to ‘patient access’.

The phone line is to remain live after the 28th September with a new message with information on how to re-order prescriptions.

MM stated that he strongly felt that this should have been discussed with the PPG before any decision had been made. LE and KH also added that they regularly use the current prescription line and consider it a good system. **Action: The hand-out slips to be reworded with more information as to how to re-order their next prescription. The PPG would like to see the numbers for the patients that will be affected by the change.**

A copy of the proposed new telephone welcome message was read out by CB. It was generally agreed that with a little alteration it was worth trialling it, and then await patient feedback.

The BPCCG have approached CC to ask if any members of the PPG would be interested in being invited to a small number of focus groups to help with the development of a new awareness campaign. LE and MM said they were happy to be contacted for this depending on dates and times.

1. **Standing Agenda Items**

**Staff**

The practice is pleased to announce that Dr Fernandes will be remaining with us after his Registrar year finishes in August.    He is going to be staying as our Salaried GP and will be doing eight sessions per week, commencing at some point mid/late August – early September.

**Patient Suggestions**

CB read out the results of the most recent Family and Friends Test received via the reception box.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely  Likely | Likely | Neither likely or unlikely | Unlikely | Very unlikely | Don’t know |
| 4 |  | 1 | 1 |  |  |
| 67% |  | 16.5% | 16.5% |  |  |

The results were on the whole favourable, there was one card where the author was upset that there had been a delay in obtaining their taxi medical as had to leave a deposit before the appointment could be booked. A deposit is requested due to a number of missed appointments in the past which entails 30 minutes with the practice nurse and then a 30 minute appointment with a GP. *CB has since spoken to the practice secretary who always checks when the current licence is due to run out and will always try to give them an appointment in time to renew their licence before the current one expires*. **Action: Check the website fully explains the process and charges for all non NHS work.**

**The next meeting was arranged for Monday 7th September 2015 – 18.00 at Newton Drive Health Centre.**