

Earlston & Seabank Medical Centre
Patient Participation Group

Wednesday 15th October 2014 – 6:30pm

MINUTES

Members Present:- Dr Mantgani, Su Stephens, Philomena Potts, Marie Moorhouse, Karen Jones, AG, CCW, PB, DD, SE, GR, BP, JP and TS.

Apologies:- WF and LP.

Introduction and Minutes of Previous Meeting

Apologies from AG for having to re-arrange the previous meeting.

Reminder given to the group that the Patient Participation is strictly to discuss matters relating to the general operation of the practice and how we can move forwards.

Most members confirmed they have read the minutes from the last meeting and have nothing to add. Further, they are happy with the agenda for this meeting.

Discussions held as follows:

Electronic Prescribing. Something which has been raised with staff members before today. Pt emailed repeat request to our email address but did not receive a notice to say the message was received? Staff advised this would be followed up. Pt did get a reply to this months email request for medication. Staff need to ensure they are being consistent when acknowledging email requests for repeat medication.

We also need to promote email facilities for requesting medication as a patient in clinic today was not aware we have this service available. Also asking if there is a way to check that messages are being sent back to patients to acknowledge their emails?

Su to have a look into this and check if we can check if we can set up an account where emails read can get an automatic read receipt. Is there a way to set up “automatic acknowledgement”? Maybe there is a way to set up an automatic reply when an email is received and another to say when the prescription has been processed.

Online Appointments. This facility is not detailed on our website? There is no reference to our online booking system on the website. Su to double check . Explaining that patients need to sign up to be able to use the online booking system.

Advised the group we are slightly behind with our recent news letter but we need to get this ready and information about the online booking and email prescriptions need to be put in the newsletter.

Patient Council Update

Over the last 6 months things have stabilised. It is impossible to have the Same doctors available all the time. Dr Makin has increased her hours as has Dr Griffiths. Dr Ikpoh is now on Maternity Leave. Dr Bates has joined the practice and we are now a Training Practice which is overseen by Dr Makin. We have Dr Claire Rowlinson who is our registrar and we are trying to increase our nursing staff/availability. We currently have Chris, Angela, Clare here more. The HCA's are doing more sessions as well. We are trying to provide a more consistent service across the board and there should be no problems for patients to get an appointment anymore.

7 day working proposal any updates. CCG trying to bring in a 7 day working week which colleagues across the Wirral are opposed to. As we are a practice that want to be involved in any new working practices we are trying to be more flexible in our approach to working hours. Skype consultations have been suggested in the past in order to improve patient's access to their GP. The group acknowledged that the practice has a very good approach to new initiatives which the group are pleased with. We tried to move forwards with the 7 day working week as a voluntary measure to begin with but no other colleagues wanted to commit to it until it became contractual. Until then, here at Earlston we will try to be more flexible with appointments and access to GP/Nursing.

We have been providing 2 minor injury services for the last 5 years but since April this year this is under threat of being closed. The CCG keeps giving extensions for these services to stay open, the current extension to December 2014. After this time, we should know if the facility is being removed. There is no alternative to this service and hoping there will be more information at the next meeting.

AOB

Up and Coming PPG event on 23rd October. Notices handed out to group members.

Some members hoping to attend this and all in agreement that patients voices need to be heard to it is important to attend if possible. Jackie is to invite Earlston Patients and AG will attend if possible. Philomena to check that they are on the invite list.

- ? Asked whether another male GP will be joining the practice? We are trying to find another male GP but a lot of doctors want part time work at present, we are trying to get the right people for the surgery.

Is there still a suggestion box for patients? - Confirmed there is. We only ever have requests for example for Water Machine and Ok Magazines.

There were concerns at the last meeting about the EPS system. This is now working and staff are working hard behind the scenes to keep this streamlined. It is the Patients choice whether or not their prescription goes EPS or not.

Wifi is now available in the practice. Inviting comment on whether this is a good idea as there have been concerns about this being abused by patients when waiting for their appointment. Discussed why patients would want to access the internet whilst waiting to see the doctor as the waiting times are generally not very long? Questioned whether we should prescribe to new age society? The general consensus felt it was not necessary to conform to modern society. Some of the group expressed a strong disapproval against the provision of wifi within the practice. It was discussed that there can be some positivity to come from this such as getting access to medical information. Concerns were raised and members felt this led to a risk of patients self diagnosing? There are lots of objections. For example look at the community centres who have wifi causing members to stay longer than necessary to use the wifi. We need to keep a careful eye on this as there is a risk of this being abused.

We need to ensure we do not compromise the practice with the content accessed by patients on the internet however it was agreed that this needs to be monitored and looked at again at the next meeting. Suggestion that there is a password like Starbucks in order to access the internet?

- Notice Board – can we move the wifi notice to the front of the surgery so this is visible to patients.

Next meeting provisionally booked for Wed 18th February 2015