

# Minutes of Primrose Bank Medical Centre Patient Participation Group Meeting Held on Thursday 7<sup>th</sup> September 2017

## **Present**

Staff – Vivienne Smith (Receptionist), Julie Bartram (secretary).

Patients – Val Edge (chair), Pamela Chadwick, Kenneth Riley, Shila Chudasama, Graham Haworth, Val Haworth, Roger Brookens, Linda Cronshaw and Roger Harling.

**Apologies** – John Chadwick and Ram Sharma.

**Welcome** - Val welcomed all to the meeting.

## **Minutes of last meeting and Matters arising**

Pamela thanked Julie Bartram for the quality of the minutes; she was impressed with the detail included.

Message machine in reception – “appointment” still spelt incorrectly on the machine. I said that I have reminded Helen but she is unable to correct it, she will need to get someone else to do it. It was asked that this be sorted please. \*I have now reminded Helen

Prescriptions on demand: Viv pointed out that under this system we are now getting fewer phone calls ordering prescriptions, as pharmacies are unable to order for patients, so it is working well. She also said that under new guidelines certain items are no longer available on prescription, such as head lice treatments, certain moisturisers and antihistamines, and some indigestion remedies and health supplements. There are posters up in the waiting room informing patients. The receptionists are taking a bit of flak from some patients but there is a dedicated telephone number who deal with any complaints.

It was asked how come all the medications are not shown when patients are ordering on-line. Viv explained that only current medications that are on the repeat screen show up. Any medications which are on acute (such as one-off meds or meds issued by the hospital), or on past medications, will not show up, but there is a text box so they can request other medications and these requests will be given to the doctor.

Late attendances: patients are getting used to this now so we are getting less problems. Roger Brookens asked what if, for example, a bus doesn't turn up. We said that if possible to ring and let us know and a message will be put on screen, however if a patient has a valid reason for being late some common sense will be applied.

The minutes were then agreed.

## **Patient Access**

We currently have 502 patients registered for on-line access. However we need to double this to reach our targets for March next year, so we are doing our best to encourage

patients to register. Caroline is in the waiting room on Tuesday mornings to set patients up and show them the system, and is available to advise patients. So far we have had 87 patients use the system to book appointments and 154 have used it to order prescriptions. It was asked if these targets were just for us but no; it is for all practices.

**Prescribing Policy** -This was covered in matters arising from minutes

### **Macmillan Coffee Morning**

This will be on Thursday 5<sup>th</sup> October between 11.30 and 2.30.

A board to promote it has been prepared and will go on display on Monday 11<sup>th</sup> September. Raffle tickets will also be on sale from then. This year we will be using both upstairs and downstairs, following feedback from last year where patients had failed to attend as they could not manage the stairs. Viv will run upstairs and Janet downstairs. Pam, Graham and Val offered help, such as baking, selling raffle tickets or just general help on the day, which will be much appreciated.

### **Carol Service**

This will be on either Tuesday 5<sup>th</sup> December or Tuesday 12<sup>th</sup> December @ 12.30, dependent upon when the organist is able to come. The children from St Alban's choir will be invited as usual.

### **Any other Business**

**Nurse appointments:** 2 nurses have been taken on.

Louise is going to do 2 days a week (Tuesdays and Wednesdays) as from next week. She is currently at Darwen Health Centre. She can do everything.

Jackie is full time and starts on 25<sup>th</sup> September. She is a community nurse so is not familiar with our computer system. She is to shadow Louise at first and do bloods and simple reviews until she is up to speed.

Pamela said she came to see Susan on her last day. She was very good with the patients and was very popular so the meeting as a whole wished to express their thanks to her.

**Flu Vacs:** Sessions will be starting with Louise from Tuesday 19<sup>th</sup> September. We want patients to come here wherever possible, rather than going to the pharmacy, as we have ordered the vaccines and as they go out of date and therefore we waste money if we do not give them.

Shingles vacs -patients aged 70, 78 and 79 are eligible. Not able to have after turning 80. Per the leaflet this vaccine is recommended even if the patient as already had shingles as they can get it again.

Pneumo vacs are also available to patients who are eligible.

**GP referrals:** Linda said she had read that GPs were no longer going to be able to refer patients to the hospital, that the referrals would be triaged by a panel. She was concerned about the impact on the elderly and vulnerable if treatment isn't given. I pointed out that

as yet GPs are still referring as normal, however for certain referrals there is a triage system, such as for non-urgent ophthalmology and for MSK, but this is not to deny treatment but to direct them to the most appropriate service.

**Care.Data:** Ken asked for an update on this as they had been given lots of info a few meetings ago, but nothing appears to have happened. I said I would ask Helen for an update. \*Helen said that Care. Data has been put on hold for now due to some complications.

**Spelling mistake:** Pam had been to Ewood surgery and had been given an appointment card for a follow-up appointment and noticed that Dr Rautray's name has been spelt incorrectly. \*Helen has now been informed.

**Touch Screen:** Viv wanted to give feedback as we have now had the new screen for 12 months. Use has increased and up to 58.9% , but over the year 54.1% of patients have used the screen to book in. 45 addresses have been updated, along with 203 house phone number and 434 mobile numbers. Of the people using the screen 97% used English, 1% Gujarati and 2% Urdu. Quite good results.

Pamela thanked Val for chairing the meeting.

**Next Meeting:** to be chaired by Graham

**Provisional Date of Next Meeting**  
**Thursday 22nd March 2018 @ 12:30**