Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Wednesday 6th November 2013

Present: NH GP, SS Practice Manager, SK Practice Administrator

PPG Members: FOA, JG, MA, MN

Apologies: None

Flu Campaign

SS Informed the group that the flu campaign is running very well, the Practice had already achieved an uptake of 64% for all risk patients and hope to achieve an uptake of over 90% as we usually do every year.

CQC

SS Handed over information leaflet about the role of the CQC to the PPG members. SS informed the PPG members that they can come forward and speak to the CQC inspectors on the day of the visit. They will receive a letter from the Practice once the date of the visit is confirmed.

Reduce A&E Attendances

NH Asked the PPG members if they would like the Practice to open on Saturdays. FOA said they were satisfied with the opening and closing hours and it was not necessary. Patients can access the Homerton walk in centre in case of emergency when the Practice is closed. PPG members were also reminded about the telephone consultations that we provide between 12.30 – 1pm and 3pm – 3.30pm daily except Thursday which is a half day surgery. They were also advised that patients could ring the Practice at 9.00am to get a emergency appointment for that day.

Practice Website

SS Informed the PPG members about the Practice website [www.rosewoodpractice.nhs.uk](http://www.rosewoodpractice.nhs.uk) where patients can access information about the services provided by the Practice

AOB

JG Asked if Practice based Physio could be restarted? NH informed her that it has been cancelled because of cuts in the NHS budget.

MA Asked that if the Practice had a prescription reminder service for patients that are due for repeat prescriptions as some patient can forget to renew their prescriptions on time.

SK Said although our Practice operates a 24 hours’ notice for repeat prescription requests, the Practice is very flexible and in case of emergency does issue scripts on the same day or we ask patient to come after consultation times so that the script can be issued then and there. The group was also informed that some chemist do request repeat prescriptions on behalf of the patients when it is due. It is then issued by the Practice and faxed to the pharmacy and the patient either collects medication from the pharmacy or it is home delivered if the patient is housebound.

NH informed the group that patients only need to see the doctor for a medication review, once in 3 to 6 months a reminder about the medication review is also on the prescription. The group was also informed about the new electronic prescription service which may start in the foreseeable future.

FOA Said that sometimes in the morning it is difficult to get through to the Practice at 9am. She was informed that if the front phone is busy calls are diverted automatically to the second line at the back reception. Difficulty in getting through to the practice normally happens on a Monday and Friday Morning these are our 2 busy days of the week.

NH Informed the group that the present out of hour service Harmony will soon be closing down and the running of the out of hours service will be taken over by CHUHSE run by local GPs.

NH Asked the present PPG members to bring their friends and relatives that are registered with the Practice to next PPG meeting which is being held on Wednesday 4th December at 2pm at Fountayne Road.

NH Informed the group about the launch of the Practice newsletter which is now going to be published in mid November.

MA Suggested another way of attracting new PPG members may be through SMS messaging service on patient’s mobiles.

Overall all the PPG members were very happy with the services provided by the Practice. FOA especially mentioned about the Travel vaccinations that she received from the Practice that made her holiday stress free and enjoyable one.