**Patient Participation Meeting January 16th 2018**

**Points Raised**

1. **Our patient partner phone system will be turned off on Monday 5th of February due to running costs. This system enables patients to book routine appointments with the GP’s only, via their telephone key pad. If patients have an email address and are on the internet they can give their details to reception and they will be given log in details to register for the online appointment system to book routine GP appointments. You can also use this online service to order your prescriptions. Please ask reception for further details.**
2. **The phlebotomy service will now be run by the Wirral federations from April of this year. There will be more HUBS available for you to choose from to get your blood tests taken. We will not be offering a phlebotomy service here as we do not have enough capacity to do this. We hopefully will know more soon of where these HUBS will be and another meeting will be set up to relay this information.**
3. **There is now a package in place within our computer system to enable us to view patient’s results etc at the hospital and the hospital can view GP patient records it is called Health Information Exchange. The patient has to give their consent to the health professional at the time of them requiring the information and the patient has to give their consent each time someone wants to view their records.**
4. **A patient was asking of places to get batteries from for hearing aids. She is finding that if she goes to St Catherines she is given a number and has to wait a long time before being seen just for batteries. Looking on the internet the optician’s etc taking part in performing hearing tests sell batteries – quite reasonably priced if you did not want to attend the hospital and wait. For further details please contact Denise at the surgery or alternatively all details can be obtained from the internet.**

**Next meeting will be held in March.**