

# BETTS AVENUE MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 5<sup>TH</sup> DECEMBER 2013

### Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Angela Wall – Lead Nurse

Lisa Wilkinson - Supervisor

### Patients

Allan Bulmer

Elizabeth Black

Dorothy Christie

### Apologies

Lillian Santarelli

JW explained that Lisa Wilkinson will become the Administration Lead in the New Year and one of her roles will be the Patient Participation Group.

Work will continue to recruit patients to the group, there are already a number of patients who are interested but do not attend the meetings, we call these 'virtual patients' their input is essential and they receive all information from the meetings.

Mr Bulmer suggested doing a Promotion Campaign in the surgery at both sites with the poster style of 'Betts Avenue Medical Centre....Needs You'. JW/LW will be commencing this as soon as possible.

***Action: JW/LW***

### **Minutes of the Previous Meeting in May 2013**

JW updated the group on actions from the previous meeting:-

### **Text Message Appointment Reminders**

There have been a few IT issues and the reminders not being sent, however this is rectified now.

### **DNAs (Did Not Attend)**

This will be a continuing issue, however the GPs are informing the patients that when the DNA an appointment it is not acceptable. Most patients who DNA a number of appointments will not be given a routine appointment but put on a Task List for the GP to speak to them.

### **Update of Services**

#### **111 Service**

There is a large attendance at A&E and patients are arriving at A&E instead of using the 111 service. There is still an out of hour's service running and patients are encouraged to use 111 in order to be triaged by the Out of Hours Provider. However, the Out of Hours contract is being reviewed and an announcement is due over the Christmas Period.

### **Vaccinations and Immunisations**

Shingles is only offered to patients who are either 70 or 79 (not patients in between these ages), this is due to a Routine Shingles vaccine at the age of 70 but a Catch Up Campaign for patients aged 79. There are also new Children's flu vaccines.

These vaccines are very complicated to run as a in depth process for searching for eligible patients, arranging surgeries and contacting the patients on top of the normal workload at this time of year.

### **Podiatry**

Mr Bulmer explained that he received a parking ticket when attending the Gosforth Podiatry from the 'parking eye'. You must type your car registration number into the machine inside the building. The ticket was made nul and void due to the confusion but wanted other patients to be aware.

### **Retinal Screening**

Mrs Black explained that the letters from the Diabetic Clinic still state that 'eye's and feet' will be checked at the annual review, however there was a change as of 1<sup>st</sup> April that Retinal Screening is undertaken elsewhere and not at the Diabetic Annual Review. AW will liaise with the Diabetic Centre.

***Action: AW***

## **Matters Arising**

### **Potential New Surgery at Benwell**

JW asked the patients their views on potentially a new surgery at Benwell. JW explained that the practice has currently been looking at Architect Plans to upgrade the surgery, however, there may be a possibility of a New Surgery Building at Benwell in partnership with Newcastle Hospitals. There is also a potential to have the current Chemist and Dentist located beside the surgery in the new building. Group believed that this would be a good idea but to ensure all patients are aware of the proposal.

Suggestions from patients were:-

- E-mail patients
- Flyers on GP/Clinical Staff Desks
- Notice Board Display at each surgery
- Laminated Cards for patients to read whilst waiting to be seen
- Information presented A5 style (booklet form) for easy reading and be more eye catching.

The patients suggested theme for the Notice Boards:-

- Before and After (eg Kenton as this surgery is only 7 yrs old)
- Inform patients that more services can be offered
- Pro's and Cons of the new surgery

JW will also be canvassing the views of the patients to assist with a potential new building. We need the advice of patients to help direct this project. This is only a very early stage and there are a lot of factors that need to be considered, however patient input is essential.

## **General Discussion**

**District Nursing (DN)** – Access to patient records. There was a query regarding the access District Nurses have to patient information including Out of Hours. JW/MoN explained that at present the clinical system is set up very securely and only when the DN team ask the practice for a 'share' to the patients records that are under their care can information be seen. If you are not under the DN care then your records cannot be viewed by them. For Out of Hours Service, if you are already under their care, they will have information that is relevant to your care, however if a share has not yet been asked for/initiated by the practice then the DN service do not have information from the practice clinical system.

**EPS (Electronic Prescription Service)**

Some patients have been experiencing problems with the electronic prescription reaching the Chemist. JW explained that the system is very simple at the practice side, the prescription is generated, the GPs check the prescription and 'sign it electronically' (authorised), once this is done, the prescription goes to the patient's chemist of choice to download. The practice has a tracking system which can identify exactly where the electronic prescription is, ie, awaiting authorisation, sent to chemist but awaiting download, prescription has been downloaded and dispensed. JW is unfamiliar with the Chemists procedure, however there are hundreds of electronic prescriptions done across Newcastle and very few problems reported.

**Date of Next Meeting**

No date was set for the next meeting but will be approximately 3 months' time (February/March 2013).