

# BETTS AVENUE MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 7<sup>TH</sup> MARCH 2013

### Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Dr Bone – GP Partner

### Patients

Allan Bulmer

Dorothy Christie

Lilian Santarelli

### Apologies

Elizabeth Black

## **1 Results of the Patient Survey**

### DNA

Patients were concerned at the amount of appointments that are DNAd and asked for more information. PM will keep displaying the amount of DNAs but work will continue to sign more patients up to the Text Message Reminder Service as well as sending a text message when they book their appointment.

### Electronic Appointment Cards/Text Messages

Appointment cards can be electronically printed direct from the Clinical System at the time the patient makes an appointment. This provides an accurate card to ensure no errors in the appointment booking system as well as saving time for the Receptionist to write out the card and the patient having legible information. This is being implemented in March 13.

Text messaging continues for the patient to remind them of their appointment, however the Clinical System can also send the patient a text message when booking an appointment – great for those patients who are

making their booking by telephone. Staff are aware of this feature and will ask patients if they would like to receive the text message and check their mobile number.

### Electronic Prescribing

The practice implemented Electronic Prescribing Service (EPS) on 25<sup>th</sup> Feb 2013. This will change the way prescriptions are requested and passed to the chemist. Patients are required to 'nominate' a chemist if they wish to use this service. The Chemists as well as the practice are actively asking patients if they would like to sign up to this service. There are restrictions at the moment that patients who have a Controlled Drug on repeat cannot use this service but this is being investigated by practices using EPS. Patients and the practice will benefit from this service. Practice to sign up as many patients as possible to EPS, along with the help participating chemists.

### Working with Young People

The practice has been working closely with Excelsior Academy in ensuring that young people are more aware of their GP surgery and how to make/cancel and arrive for appointments.

A presentation has just been designed by the students which will be used in each Secondary School during an assembly given by a GP. This is work with the Newcastle West Clinical Commissioning Group.

The practice continues to be involved with this project and support it where necessary.

Action Plan will be written due reflecting this information.