

## Oughtibridge Surgery Patient Participation Group Meeting

### Meeting Notes

Monday 20<sup>th</sup> January 2014

*Present:* A Spooner (in the chair), S Barrand, J Chadwick, M Greaves, C Proctor, J Whalley, J Swift, A Crane, J Barron, R Nicholas, A Scarfe, D Betts, D Davis, T Moorhead, L Buchanan

*Next Meeting:* Monday 19<sup>th</sup> May 2014

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Item	Comments	Action
	Andrew thanked everyone for attending.	
1.	<b><u>Feedback from the meeting held on 16<sup>th</sup> September 2013</u></b> <b><u>Remote Booking</u></b>	
	On line booking for Tuesday evening and Saturday morning will be available from April 2014.	
2.	<b><u>Electronic Prescribing</u></b>	
	The surgery is working to go live with electronic prescribing from 25 <sup>th</sup> March 2014. Patients will be able to nominate a chemist to collect their prescriptions from. This is a paperless transaction. The request is made at the surgery and then the request is sent electronically to the nominated chemist for collection.	
3.	<b><u>Patient Survey</u></b>	
	It was agreed to repeat the survey done last year but to do a bigger sample. Tim asked if patients used NHS choices but no one did. The view was they would look at the practice website for information. A random patient survey was being undertaken by NHS England during January. Two patients had received surveys.	
4.	<b><u>Telephone Greeting</u></b>	
	It was now a year since the telephone system had been installed and the message needed to be changed. It was decided to make it as short as possible. The suggestion was to say "Welcome to Oughtibridge Surgery, please listen to the following options".	
5.	<b><u>Care. Data</u></b>	
	The Health & Social Care Information Centre (HSCIC) will be doing a leaflet drop to every house in the country. It is asking people to share their information so that they can get an idea about health needs. The information that is being collected is NHS No, Date of Birth, Postcode, Gender, any coded information i.e. chronic illnesses or operations, NHS prescriptions and any referrals made. If after reading the leaflet you wish to opt out, please let the surgery know.	
6.	<b><u>Newsletter</u></b>	
	Dawn had put a newsletter together. Some of the information was surgery specific and some just general information. The content was discussed and members were asked Dawn to have any comments in the next week please. She would be sharing it with the staff and Partners later in the week for their views. It would be too expensive to circulate to every house. Copies	

7.	<p>would be left in reception to read and it would be posted on the website. It was proposed to do the newsletter twice per year. Dawn agreed to start collecting patient email address. This can be a way if disseminating information.</p> <p><b><u>Any Other Business</u></b>  <b><u>Shingles Vaccine</u></b>  This is available to all 70 and 79 year olds. There is a problem with supply but as soon as the vaccine is received in the surgery, eligible patients will be contacted.</p> <p><b><u>B12 deficiency</u></b>  Dr Moorhead was asked what we were doing to pick this up in patients. Dr Moorhead explained this was a vitamin deficiency and usually picked up from a full blood count. Symptoms can be loss of limb use and depression. It affects the older population. Patients are started on injections. Tablets are not effective as the body cannot absorb the vitamins.</p> <p><b><u>GP Consultations</u></b>  If patients are expected to be kept waiting more than 30 mins the receptionist will make them aware. There are many reasons why the doctors run late and there are no set rules as to what happens. If possible patients can be moved to another doctor, they can wait for the doctor they were due to see or they can re book for another day. It is unusually for the doctors to be called away during surgery but it can happen.</p>	
8.	<p><b><u>Date and Time of Next Meeting</u></b>  The next meeting will be held at 6.30pm on Monday 19<sup>th</sup> January 2014.</p>	