

Newbold Surgery Patient Participation Group

Minutes of the meeting held on 21st March 2019.

The meeting was opened by Peter Bestwick, Chairman.

Present were Rachael Carrington, David Jackman, Trudy Allen, Pauline Sissons, Peter Bestwick, Sue Jenkinson, Allan Wood, Barrie and Judy Shelbourne, Kathryn Evans, Robert and Marilyn Hay, Dr Robert Barron, Dawn Anderson and David Gardiner from IT at the GP Collaboration.

Apologies were received from Bob and Sue Goodwin, and Sheila and Derek Hand.

There were no matters arising from the previous meeting's Minutes.

David Gardiner, Dawn Anderson and Rachael spoke about changes being made in the next year to increase the use of modern technology, both in the practice and in communicating with patients. Over the coming months, all prescriptions will be sent electronically to the Pharmacy of the patients choice. Numbers of patients using the surgery website are increasing and to reflect this, the amount of appointments available on-line will be increased. A system called Mjog (memory jogging) is to be introduced using smart phones, so that the surgery will be able to send all kinds of messages to patients and the patient will be able to reply. Smart phones are the way forward. The amount of time and money saved will be considerable. Of course alternative arrangements will be made for anyone who does not, for any reason, use a smart phone. Consideration is being given to holding sessions about the web site and smart phones to help anyone unfamiliar who would like to use the system.

Rachael told the group about progress on the new build. The hope is that today, Friday, will see most of the project completed, apart

from smaller items. There is a roll -up door between the waiting room and the pharmacy. This door will be open during normal surgery hours but kept closed at all other times. The pharmacy is not yet ready as it does not belong to the surgery. The group commented on the light and airy appearance of the walls and floor. At the end of the meeting, members had a guided tour of the whole building with favorable comments from everyone.

It was decided that should the number attending the meeting fall below 8, any booked speaker would be cancelled but the meeting go ahead. This is the importance of letting Sue know in advance if members are unable to attend.

The next meeting will be to assemble a patient survey on the numbers who use mobile phones, internet etc and what they would like to see. This will also be an opportunity to invite new members to the group.

Members were also asked to think about any topics they would like see or hear about at future meetings.

The recent text message sent out about not ordering prescriptions until 7 days before they are due was asked about. This is for safety to prevent over-ordering by ordering too soon and over-lapping prescriptions. Anyone going on holiday can still ask for medication and it will be placed on their record so that they cannot order again until the correct date.

The date of the next meeting is the 23rd May, not April as stated on the agenda.