

Patient Participation Group

FEEDBACK AND LATEST ACTION PLAN

- PPG Meeting: Tuesday, 27th November 2012

Current Issues discussed:

New Clinical System - reduction in appointments available during change over:

In order to assist in the implementation of the new clinical system there will be a reduction in the amount of appointments available. It is necessary to reduce the activity to reduce the amount of back logged patient data. There will only be urgent book-on-the-day appointments available on Thursday 14th and Friday 15th December. After these dates the new clinical system will be up and running and appointments will resume as normal.

Repeat prescription services:

One and two monthly issues of prescriptions were discussed. The manager explained that prescriptions are issued either monthly or bi-monthly as per the PCT's recommendations. This is to help reduce the amount of medication that can be wasted when dosage and medication is changed.

Refurbishment of 'old end' of building:

At the start of the New Year, refurbishment of the older side of the building should start. Funds permitting the old waiting room may be re-opened to accommodate the increased usage of that particular end of the building. This will address some of the issues raised in previous PPG meetings.

DNA's numbers to be displayed:

Once the new clinical system is installed the monthly figures for patients who DNA their appointment will be displayed in the waiting rooms. The new system has a facility to enable the practice to access and feed this information back to our patients. As discussed in previous meetings it is hoped that by feeding these figures back to the patient they may feel more inclined to inform the practice if they are not able to attend their appointment.

Next meeting, Tuesday 22nd January 2013 – 1-2pm