PPG Meeting Lordship Lane Surgery

Meeting- Tea and coffee PPG

Date- January 15 2015

Venue- 2nd Floor Lordship lane Surgery

Chair Person- Kathleen Igar (Receptionist)

In attendance:

1. Michael Collins
2. Sharon Frances
3. Andre Hossain
4. Dr. Mohammed Hossain
5. Mrs. Mary Hossain
6. Erica ( From Kristal Pharmacy)
7. Unnamed attendee ( From Kristal Pharmacy)
8. William Guantero
9. Shonagh McNally

Apologies:

Sheila Manning

Rita Borkett

PPG would like to thank Dr. Saadi Doha for attending the first PPG meeting of the 2015. His welcomed presence was also echoed by the attendees from Kristal Pharmacy.

* Topic discussed: Pro-script software in conjunction with EPS services and EMIS notifications.

Shonagh McNally shared the points of view regarding:

* EPS and Pro-scrip software.

Minutes:

Dr. Hossain welcomes Kristal Pharmacy representative Erica and attendee.

Action item (1.)

EPS Problem: How to resolve outstanding issues

* How to process EPS: Both the surgery and pharmacy must recognize the nomination. The process itself can take 2 to 5 minutes.
* Dr. must electronically sign the EPS (\*PIN)
* Pharmacy must accept the nomination
* Without the nomination the prescription will stay on the EMIS net pending until accepted by Pharmacy and this can take up to 48 Hours.
* Erica offered to set up a meeting if we have patient(s) that require attention or have had previous issues surrounding the issue of their medication i.e.: Patient who frequently walk –in/ request for repeat prescription due to the following reasons; /lost /home delivery and other issue of medication.
* A date therefore can be arrange between the pharmacy and the surgery to discuss the prescription issues directly with the patient and how we can prevent further complications with their medication orders.
* Attendee from Kristal Pharmacy offered surgery staff an hour tutorial at Kristal Pharmacy to show how Pro-scripts software and EMIS work.
* PPG attendee agreed to stand firm with our surgery protocol: 48 hours collection, apart from genuine pt. that needs urgent medication to issue: Diabetics: Insulin etc…

Action 2

General comment PPG

1. Waiting time to be seen from 45 to 1 hour by GP.
   1. GP needs keep track of appointment time and remind patients “one problem= one appointment” this will help lower the historic chaotic nature at the reception. If a GP or PN find him or herself running behind schedule. We request that the GP and or PN send a screen message informing the receptionist team so that they can inform the patients waiting.
2. Surgery website is a user-friendly website: We encourage patients to use our website to request for repeat prescriptions, change address name and contact details.
3. A mobile number has been given to the Pharmacist(s)/district Nurse(s)/Hospital and social services for quick access. District Nurse Lyn is happy to use the mobile number where she can get reply and answer quickly. Surgery mobile number 07899965754.
4. Michael, William, Sharon and Dr. Hossain and family are happy to remain with the surgery and support PPG for the next meeting.

The Meeting closed at 2:15 p.m.

Date next Meeting is Tuesday 2nd of March 2015