



ASK PPG Minutes Meeting Held 07 June 2016 at Whitegate Medical Centre, Room 1 at 6 p.m.

Members Present: Ann Allen (AA)/George Goldthorp (GG)/Gavin Quick (GQ)/ Susan Ransome (SR)/ Susan Stratton (SS)/Mike Wain (MW)/ Jo Booth (JB)/ Viv Critchley (VC)

Apologies: John Butler (JCB)/ Richard Watkinson(RW)/Kay Beaumont (KB)

Chairs Remarks:

Nothing to report other than that her husband had recently been given excellent treatment at Whips Cross hospital when he had recently required emergency treatment there.

Minutes of Previous Meeting:

To be amended to reflect the fact Kentmere Drive does have online appointments but that not many are available.

The minutes as amended were then agreed (MW proposing, SR seconding).

Matters Arising:

Synexus had explained there had been issues re initial appointments and expenses in the past but this should now be resolved. They had asked for details and MW had passed them on. In future when the practice sends out a letter re Synexus they will mention that expenses will be met by Synexus.

MW apologised for problem re window cleaners. He had had words with them and in future there would be a second person present to hold the ladder and avoid the potential problem.

MW advised he had contacted Michelle to look at the problem of prescriptions (not going through to named pharmacy, when requested), and it was still being investigated. MW advised he would be contacting JCB and inviting him in to the surgery offices to see if his problems re ordering prescriptions could be resolved.

Practice Update:

MW advised there are plans to give all patients with osteoarthritis a bone scan each year to keep track of the extent of the arthritis.

MW advised the surgery has now purchased the Comrades Club, and are putting together a bid for funding. Last year the bid would have been to the Department of Health but now it was for a regional bid for funds controlled by the CCGs. It is hoped by December the practice will be in a position to put a shovel in the ground so to speak.

MW also advised that on June 22 there is a staff meeting re a new appointment system , and he was looking to get feedback for the PPG (and the virtual one too).

Currently people can go online/call the surgery and get an appointment for the same day(after triage), next day or in advance for up to 4 weeks). The intention is introduce a STOUR Access System which involves phoning the surgery and talking to a receptionist. You would then have a doctor ring you back (each doctor on duty having a list of patients to contact). It is anticipated that

approx 1/3 of patients will be called in, 1/3 dealt with over the phone and 1/3 referred to someone else (e.g. nurse, pharmacist).

There is a constraint in that currently the practice is contractually obliged to have an online system.

General feedback for the meeting was positive (use of Skype was suggested) and further feedback was encouraged.

We were informed Dr. Rose has moved on to take up a post with the Extensivist team at South Shore.

AOB:

SR advised she had recently had a leaflet from Pharmacy2U. This was not wanted by her and during a brief discussion it was noted that this company offered a service already provided by other pharmacies and wanted to do it by posting the medicines to you, rather than deliver them as regular pharmacists do. It was stated that they had had previous problems with distribution, were not recommended by the practice and the advice is to ignore them.

The meeting was advised that while pharmacists can dispose of unwanted medicines needles and bins containing them should be handed to reception staff for disposal as clinical waste.

Date Next Meeting: Set at Sept 13 Whitegate Medical Centre Room 1 (No July meeting due to absences through leave).