

Field House Medical Group

Minutes of the Patient Group Meeting held on Thursday 12th December 2013 Present

Mrs J Robson, Mr J Terry, Mrs C Coley, Mr B Coley, Dr Jon Plotnek & John Noton

Apologies Mrs L Davidson Mr M Pearson

Agenda items

Matters Arising – Surgery Pod

Electronic prescribing

Building Update

Areas for Future Patient Survey

Health Lives, Health Futures

Matters Arising

Surgery POD

The booth and equipment have been delivered and an installation date is due hopefully in the next week.

The practice intend to use HCA time in the first week to support use and train reception staff to deal with queries when patients can use the facility on their own

Electronic Prescribing

This was launched on 5th December but there had been a few teething problems, pharmacists not providing the service when they were signed up to it, some patients stating they have not signed up with some pharmacies when we have received the request to send the electronic prescription to them. What we call acute prescriptions (eg anti-biotics) taking a longer than expected time to get to the pharmacy. Patients not being aware some items cannot be sent electronically.

The practice was trying to do everything it can to resolve these issues, those pharmacies who were not providing it but had signed up had been reported to the local commissioners, we are checking with patients when they ring where they want the prescription to be sent. Acute prescriptions are being issued in paper format to prevent delays. The system should be a lot easier for patients and the practice once we have overcome some of these problems.

Areas for Future Patient Survey

We are looking at doing something in late January around the electronic prescribing and surgery pod to gain views.

Building Update

John informed the group that the building was now virtually full, the NSPCC had consolidated all its offices on to the ground floor and the Child and Adolescent Mental Health Service (CAMHS) had moved into the first floor. We are hopefully this should improve communication and the services offered however it does bring a downside, as more services are provided from the location it is creating pressures on

car parking. The practice has raised this on a number of occasions with the landlord and we have been told it was unlikely we would get planning permission for further spaces but we will continue to pursue this issue. We have also provided Stagecoach with a post code spread of our patients to support the change to bus routes, however whilst there is significant building work taking place on the new housing it is not expected the bus routes will be changed.

NHS England Survey Accessible Information for Disabled People

John stated a survey was being undertaken until February 2014, a link is on our news section of our website if anyone wishes to contribute

AOB

Health Lives, Health Futures

The output from the consultation exercise will be used to bring forward proposals about local health provision. An officer from the CCG/Area Team will be present at our next meeting to brief members/interested patients on the conclusions and suggestions for change

Telephone/Text Service

John asked if there had been any issues with calling the practice as he believed there may have been some issues with the telephone system. Those that had used this had not found a problem; there are some waits at peak times.

Text reminders for Tuesday appointments are now being received on a Monday, which is useful as they were not being sent on a Sunday as it was deemed to be unsocial hours to send them.

Provisional Date of Next Meeting

Provisionally 6th March 2014 6.30pm