

Field House Medical Group

Minutes of the Patient Group Meeting held on Thursday 13th March 2014 Present

Mrs J Robson, Mr J Terry, Mrs C Coley, Mr B Coley, Mr M Pearson, one new member, Dr Anusha Fazil, Sue Harper & John Noton

Apologies Mrs L Davidson

Agenda items

Matters Arising –
Health Lives, Health Futures
Electronic prescribing
Building Update
Surgery Pod

Matters Arising

Patient Survey – the practice is aiming to run this in the next week, through e-mail link to survey monkey and in house, if anyone can help that may help increase numbers.

Health Lives, Health Futures

John updated the group as to his understanding on progress to date. Although there has nothing been confirmed we may see a centralisation of certain services on some hospital sites. This may not be for outpatients but more for inpatient work. The big issue currently being raised is around transport and accessibility and how responsive is the current transport service.

Electronic Prescribing

John asked for views on how the service was working. Most members felt it was working well although there have been a few teething problems as it has changed the workload, particularly for the pharmacies. John explained how the service worked and informed the group there were still one or two operational issues that need addressing as staff tried to understand issues that were still affecting a minority.

Building Update

Car parking was the main issue particularly at peak times. This has been and will continue to be raised with the building owners but it was believed we could not go back to the planning authorities until we have a bus service past the building, which was unlikely to happen in the short term due to the building works on the housing development.

Discussion took place on parking near the school and the hazards that created at peak school times, it was felt school visitors were still using our car park and John will ask the building manager to write to the school head regarding this.

Health POD

There had been some technical problem affecting the access to the patient database and this had reduced confidence among staff in directing patients to use the facility. This was affecting other practices as well who were meeting with the suppliers to resolve the issues.

John reported that just under 40 people had used the facility in the first two weeks, and attempts to ask some people to use this, had been met with I would rather the clinician do this.

However it is still early days, and monitoring will continue.

AOB

E-mail Scam – John reported about an e-mail scam purporting to be from the National Institute for Health and Clinical excellence. This scam says that recent blood tests indicate a high risk of cancer and to open the attached document and take it to your GP. Discussion was around how low some of these scammers can get and not to open any attachment from unknown sources. This has been placed on our website to alert patients/visitors.

Hospital Letters – Mrs Robson raised the issue of the length of time it takes letters to be sent from encounters at the hospital. The targets is for discharged from admission information should be sent within 48 hours and outpatient appointments should be ten days. Some are now being sent electronically however the hospital do not always hit the targeted dates.. The practice now had an e –mail address to chase missing letters directly from NLG, as this was causing problems and could be dangerous particularly around medication changes.

Provisional Date of Next Meeting
Provisionally 12th June 2014 6.30pm