

DUNSVILLE MEDICAL CENTRE

Minutes of the Patient Reference Group

Held on 21 April 2015

**Surgery Representation**

Dr David Gibson - GP

Paulette Davies – Assistant Practice Manager

**Members present**

Michael Jackson – (minutes)

Fred Fielden

Frank Jones

Glenys Wall

Lee Pitcher

Philip Ball

Gary Shinn

Sidney England

Geoff Letten

**Apologies**

Dr Julia Jackson

Mark Goulden

Yvonne Goulden

Lyn Wilkinson

Brian Ross

Ken Knight

Eva Stinton

Brian Jackson

## **1. Actions from previous meeting**

### **a. Protocol for reviewing repeat prescriptions.**

Paulette Davies, (PD) Assistant Practice Manager, updated the group on the process to prescribe and request repeat prescriptions. Essentially prescriptions are only given following a clinical assessment between the patient and Doctor. Where medication is to be prescribed each month the patient can request a repeat prescription in person, via the phone or internet. Each repeat prescribed drug has a review date, (noted on the prescription) whereby the prescribing is reviewed to ensure it is still appropriate to prescribe. When a request for a repeat prescription is received a validation check is carried out with any variations being refereed to GP for clarification – i.e. requesting too often. The assumption is that the medication is still required and is being taken as prescribed. Electronic prescribing is being introduced across the NHS to simplify the process for prescribing and dispensing. Essentially, following a request for a repeat prescription, the prescription can be electronically sent to the patients' choice of pharmacy for collection of the prescribed item(s).

### **b. Telephone Call back.**

PD informed the group that the surgery operates a triage system, prioritising calls back to patients based on the details given at the initial call. Patients who contact the surgery in a morning will be contacted before 1pm, patients ringing the surgery after 1pm will be contacted between 1pm and 6pm. Call backs are prioritised by the severity and urgency of all calls on the triage list. Experience shows very few patients are not available when called back. The group noted the possible reluctance of some patients to share clinical information with the reception team taking the initial call, however it was recognised that the more information given on the initial call the better the triage prioritisation.

### **c. Electronic Noticeboard.**

The electronic noticeboard is now installed. Work will now take place to replace the old matrix system, (the visual notice calling patients through to their appointment) with the new visual display. The system can be upgraded to include health information news as well as bespoke campaigns, (such as influenza vaccinations etc) and the PRG agreed that funds from the patient reference group should be made available for this upgrade.

The group thanked the practice for decorating the waiting room and providing the new electronic noticeboard and requested the waiting room remains a 'clutter free' zone.

## **2. Changes to Doctor Arrangements from summer 2015.**

PD advised the group that Dr Jackson will retire from the practice in summer 2015.

Dr Alla, (who has experience working at Dunsville Medical Centre) has been appointed as a partner, taking up her post in May and an additional GP is expected to be appointed and start in July. Although the new Doctor arrangements will take time to settle in, it is expected that more Dr appointments will be available for patients as a response to the increasing demand.

## **3. AOB**

The group discussed topics that they would like exploring at future PRG meetings.

### *Appointments*

It has been well documented that patients not turning up for appointments costs money and wastes valuable time. However the group has no real concept just how busy the practice is. Therefore the

group requested the practice to give a brief presentation on the basic working of a typical month at the practice. Areas to cover include:

How many GP appointments, Health care and nursing appointments are delivered each month?  
(How many are missed)

How many triage contacts are made each month?

How many prescriptions are issues each month?

How many test results are analysed each month?

#### **4. General update**

The on-line services offered to patients allows access to booking & cancelling appointments, ordering repeat prescriptions, viewing a record summary and viewing test results. However the GP partners have made the decision not to offer the viewing of test results at this time. If the decision is made to make available in the future then the PRG will be informed.

Following a question regarding the NHS Spine, it was noted that the spine still exists, however contains only very basic information such as name, address, medication and allergies. The idea was to share this information with other health professionals; however, progress has been slow due to implementation problems.

Following a query it was noted that on-line consultation bookings is only available for GP consultations, nurse and health care appointments are not available to be booked on-line.

4. Date of Next Meeting - summer 2015