

Patient Participation Meeting

19th June 2019

Present: Chair- WP, Emma Garcia-Wells (EGW)-Mins, Wp, IP, AM, JB, SP

Virtual Member:SSB

Apologies: SOF, KG, all GP's, JB, LN, SP, GN, Lynsey Buckles (LB)

Discussion	Action
<u>Matters Arising</u>	
AM brought in the details of an upholsterer on Merton Road	EGW – To pass details to LB
<u>Today's Discussion</u>	
<u>New Check in Screen</u> Our new check in screen has been installed and is now slightly lower which should help with access for wheelchair users. The system is now capable of asking patient specific questions which should help the practice with information gathering.	
<u>Acute Medication Requests at the Pharmacy</u> SSB had raised concerns prior to the PPG meeting regarding patients being informed that acute prescription request can be taken at the pharmacy. SSB mentioned that in fact the pharmacies are also unable to see the patient's acute medications. The practice would only recommend that a patient submits an acute prescription request at the pharmacy on occasions when they are unable to submit a hand written request or email. This is very rare and usually only applies to housebound patients. On these rare occasions the practice feels it far safer for a medically trained pharmacist to take the patients request over the phone and submit it to the practice for issue.	
<u>New GP</u> We have employed a new GP. Her Name is Dr Amrita Mankia and she will be working on Monday, Tuesday and Thursday.	
<u>New Staff</u> We have two new receptionists, Hafsa and Lucisha and one new administrator, Davina.	
<u>Flooring Replacement</u> The flooring in the reception area is due to be replaced. This will be taking place during the weekend so should not impact on patients or surgery times.	
<u>Lynsey Returning and Linda Leaving</u> Lynsey Buckles will be returning from her sabbatical on the 27 th June 2019. We will be saying farewell to our interim Practice Manager Linda Bradley once she has completed her handover to LB	
<u>AOB</u>	
<u>Text Messaging</u> A few members of the PPG mentioned random or incorrect text messages going out in the last week. EGW explained that we had an issue with Mjog, the software that runs the text messaging. The problem had been resolved that day.	ALL PPG – To report any further problems to EGW
<u>Television Screen</u> WP reports that on few occasions he has come into the surgery and the television screen has not been working despite being powered on.	EGW – To look into this
<u>Prescription Pack Sizes</u> WPr commented that her pharmacist had asked of doctors could pay more attention to pack sizes when prescribing so that they are not having to split packs.	LB – To add to partnership meeting agenda
<u>Date of next meeting</u>	
13 th August 2019 at 6:30pm	