

PPG Meeting - 21st September 2018

Attendee's

Sue Moody, Dr Jaiveloo,
KH, RS, KP, DP, GP, BD, DW

1. Dr Airan

Dr Airan has now moved out of the area therefore left the practice. Ken asked if this had affected the appointment wait, it was explained that it was roughly 2 weeks for a routine appt, although daily urgent appointments were available.

2. Cardiology Pathway Changes

Discussion took place around changes for the above service. Before referral to Cardiology, patients need to have diagnostic tests, (24 hour and ECG this is done now at Newhall Surgery. The referred to Community Cardiology also now based at Newhall Surgery.

3. New Telephone System

The Practice is currently signed up to get a new telephone system installed; patient messages will be relayed whilst waiting to be put through. Messages given when calling the surgery will be kept to a minimum.

4. CCTV

The Surgery has had 2 security camera's stolen from outside. Therefore we have decided to have a new system installed. Hopefully will be more secure and harder to vandalise. The CCTV will have remote access from home and monitored by shield security.

5. DNA Policy

The Surgery has incorporated a Did not attend policy, so if patients fail to attend appointments, and do not let us know, a letter is sent out saying that they could be removed from the list if this continues. This is to try and reduce the continuing raised non attendances.

6. Patient Wi Fi

The NHS is in the Process of installing Wi-Fi for patient access across all sites, this will be advertised with password when available. Patient group thought this was unnecessary and not needed.

7. Abusive behaviour Policy

A policy has been incorporated for abusive patients. Abusive /aggressive behaviour will not be tolerated by the Practice. Letters will be sent to the patient concerned if they act inappropriately in the surgery. Stating that they could be removed from the list if this continues.

8. FLU vaccinations: -

Flu vaccinations this year have changed - we have 2 different vaccinations and have therefore had to change clinics slightly this year. We are continuing to do walk in clinics for aged 65 and over, but patients at risk will be required to attend via appointment.

9. Dispensing errors –

Pharmacy's supplying wrong/incorrect medication. Please make sure that all medications received from the chemist are correct. The surgery has had quite a few patients reporting medication errors from incorrect labelling to wrong medication supplied. Please check all medication when collected from the chemist.

10. Frailty Unit

The New Jean Bishop centre is situated on the old David Lister site, seeing patients and offering help with physio, social services, medication reviews and occupation therapy. A full assessment is undertaken and recommendations passed to the GP.

11. A.O.B

D P asked for a further Newsletter – Sue to sort out and send out.

R.S. asked if the Newsletter could be done in a pdf format.

Cough Clinic

Sue explained that the cough clinic could not cope with the patient demand and lots of patients had been rejected and given a questionnaire sheet to complete and bring to the GP. Gp to prescribe following this plan.

Next Meeting:- **Tuesday 22nd January 2018 – 11 am**