

Patient Group Meeting 16th Oct 2012 Minutes

Present: HD,DR,GR,MG,DH, IM,LM (patients) TM,SAP, (Practice representatives)

Apologies: JM, AT, ME

Minutes of the last meeting

The minutes of 15th May's meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members if they felt they were inaccurate. 15th May's minutes were agreed as a true record.

Matters Arising

For the benefit of members who were not present at our last meeting the Group confirmed their initials are included in the minutes. The minutes are displayed on the website.

Prebookable appointments only available in the morning.
Sentence beginning 'LS explained that some patients are released should read that some appointments are released.

Our Wickersley site telephone number has changed to a local number. Our Clifton site is unfortunately unable to terminate its contract with the suppliers for the foreseeable future. Patients are able to ring our Wickersley site and request an appointment for Clifton.

SAP confirmed that NHS Rotherham organised a local media campaign to promote the new telephone numbers.

SAP confirmed emergency dentistry information was now included on the website.

DH confirmed that Blackberry/Iphone/Ipad/Mac book/Acer laptop were all suitable devices for viewing the website. DH stated the better the device the easier the website was to view.

The new computer system had been installed at the end of July and had started to settle down.

The introduction of the new computer has unfortunately resulted in the loss the functionality where the patient call in system (Jayex) can display the patient number instead of the patient name. SAP has raised this issue with the computer suppliers and is awaiting a response. In the meantime a 'work around' is in place.

Feedback from the Rotherham Network Patient Group

GR delivered feedback on the Rotherham Network Patient Group she attended in June. DR offered to attend this meeting. We agreed our meetings should be held after (where possible) the Rotherham Network meetings. Their dates are as follows:-

- 30th January 2013
- 17th April 2013
- 10th July 2013
- 2nd October 2013

Our meetings are as follows:-

- 12th February 2013
- Tbc May 2013
- Tbc August 2013
- Tbc November 2013

We discussed the direction and structure of the group as ideally the group should be patient led. We agreed that if patient group members fall below 10 we would actively recruit new members. SAP agreed to continue to take the minutes and lead the meetings.

Questionnaire

The draft questionnaire which will be distributed to a % of patients was agreed by the group. An opening statement inviting patients to comment had been omitted due to the fact it was a draft questionnaire. This has now been included. A copy of the questionnaire is attached to these minutes.

A number of questionnaires will be sent out to patients by post however DH, GR, HD and DR volunteered to distribute the questionnaire in the patient's waiting room and gain feedback from patients.

GR suggested it would be useful to coincide with the self-care week 12th – 18th November. GR provided a leaflet 'just ask me' regarding appointments and how patients can make the most of them. SAP agreed to load this leaflet on to the website.

Staff and patient Issues

No issues were raised

A.O.B

Prescriptions

DR raised the subject of the repeat prescriptions. In particular how difficult it is, when a patient is on multiple items, to order off the repeat request form.

DR noted since the change over to the new computer system the drug list has ceased to be in alphabetical order. DR also mentioned that since the change there are less items printed on the prescription sheets and some sheets only have one item per sheet, which if a patient has multiple items can result in a lot of paperwork for the patient to complete at the chemist.

Practice Response

This issue was raised with the Drs and hopefully the issue with the right hand side of the prescription request should be rectified and will print out the drugs in alphabetical order.

Unfortunately the items per page involves electronic prescribing software. Some drugs are not allowed to be requested on line and so it separates everything on to pages. At the moment we are unable to resolve this.

Date for next meeting Tuesday 12th February 2013 at 12 o' clock