Patient Group Meeting

10.6.19

Present: Rose Fells (Practice Manager) Karen and Lisa (receptionists)

Suzie Margaret Judy Pat Brian

Apologies: Cynthia

Minutes of the last meeting

Online appointments – the practice has released nurse and healthcare appointments for online booking in order to meet the requirement to have 25% of all our appointments available online.

All routine Dr appointments are available on line.

Networks

The practice has joined with St Johns, Oakwood Practice, Sandringham Road, The Flying Scotsman, The Medical Centre and Regent square Surgery. There are no changes to the current provision of any services.

NHS App

The NHS App for booking appointments, ordering prescriptions and viewing your medical record is now live. Patients who already use Patient Access can move to the App if they wish to. Additional functions were planned for the app but a recent government announcement makes this now unlikely.

Patients can upload their own ID documents to the app making it less time consuming for practices.

Patient Survey

The practice is required to run a patient survey (CQC) to gain patient feedback. The group discussed topics for the survey and decided to ask if patients use online booking and if not why not to try to get more people using the service.

Rose will draft some questions and send round for comment.

It was discussed to try to advertise the survey in the following ways:

Give out at reception

Facebook

Website

Ask the pharmacy to give out

Put a note on patient prescriptions

Send out with any letters being posted

Reception to ask patients on the phones if they consent to have the survey emailed to them

See if the questions can be added to the self-check in screen

Display on the notice boards

Next meeting Monday 2nd September 2019

Patient Survey – June 2019

Use of online services

How did you book your appointment?

Telephone online in person at the desk

Do you have access to online services?

Yes No

If yes, and you did not book online, what was the reason for not using the online booking?

Are you aware of the services that you can access online? Please circle all that you are aware of:

View allergies View immunisations View test results

View medication Order repeat prescriptions

Book GP appointments Book nurse/hca appointments View medical record

Are you aware that appointments are made available at the same time online as they are if you telephone?

Yes No, I thought telephone get preference

No, I thought online had preference

Would you use the online service in the future? If not, why not?

Yes No

Age Sex

Would you be interested in attending a training session on how to use the online service?

Yes no

If yes, please provide contact details