PATIENT GROUP

3.9.18

Present: Margaret Hawkings Susie Sykes

Judy Court Brian Cashmore

Paul Ashcroft Ann Pease

Rose Fells Jayne Riley

Karla Kirton

Patient Access – Online booking update

More nurse and healthcare appointments have been made available for booking online and appear to be working well (Blood pressure, blood test, COPD, Diabetes, Smears)

Flu clinics have been made available to be booked online but aren’t appearing – this is probably due to the length of time that the system allows for appointments to be booked in advance (NB Rose has changed this after the meeting so this should not be an issue anymore)

Locum Gp and Advanced Nurse Practitioner appointments have also been added with an explanation so patients know what an advanced nurse practitioner is.

Flu clinics

There are 2 different vaccines this year, 1 for over 65 year olds and 1 for under 65’s. There have been delivery issues with both which have impacted on the availability and flu clinics.

Clinics will be held on 15.9, 22.9, 3.10 and 3.11. The first 2 will now only be for over 65’s as we won’t have the other vaccines by then.

Judy (Sprot) and Susie (Balby) offered to help with the clinics and it was suggested that they could also promote online access and gauge interest as to whether patients would like help with accessing the system (which Susie offered to do). Rose will develop some flyers.

Prescribing queries

A number of prescribing queries were raised:

Rowlands does not appear as an option when ordering prescriptions online.

Bags of medication have had the wrong labels on the bottom (McGills)

Multiple labels are being fixed to the bags? why

Changes have been made to drugs i.e. adcal which resulted in the need to only take 1 tablet instead of 2 but the patient wasn’t made aware and continued to take 2.

No information leaflets included where tablets have been decanted into bottles

It was agreed to invite representatives from all the pharmacies to attend the next meeting (early November) along with Laura (Practice pharmacist). Rose will invite and confirm dates.

Any other business

The self-check in isn’t giving the correct destination - Karla to check

The group would like another joint meeting with St Johns – Rose will contact St Johns

First2physio – Rose explain the new service for patients presenting with acute musculoskeletal problems (assessment by a physio at Devonshire House)

Date of next meeting TBC