

Garswood Patient Group Meeting

Wednesday, 1 December 2010

In attendance:

Mr J Evans
Mrs J Evans
Mr B Ashcroft
Mr M Harrison
Mr J Rice
Mr D Chesworth
Dr John Holden
Dr J White
Mr P Zecevac (Pharmacist)
Mrs S Greenwood

Welcome to New Group Members

The group extended a warm welcome Mr and Mrs Evans and Mrs Ashcroft who were attending their first meeting as new members for the Garswood Patient Group

Apologies for Absence

Apologies for absence were received from: Cllr Sue Murphey, Mrs R Chesworth, Mr K Cleary, Mrs S Cleary, Mr T Naranayan, Mr & Mrs L Cunliffe, Ms E Rodrigues Dos Santos (LINK) & A Brook (PPI Manager).

Minutes of Last Meeting

The minutes of the meeting held on 2 June 2010 were agreed

Matters Arising from Minutes

There were no matters arising

New GP Clinical System

Sharon Greenwood advised that we had finally been given approval to move to the EMIS Web clinical system. This newly developed clinical system had been designed to allow primary, secondary and community healthcare practitioners to view and contribute to a patient's cradle to grave healthcare record. This had the potential to significantly improve patient care and increase efficiency. It was also reputed to offer more timesaving and patient care features along with all the existing functionality of a GP clinical system however, unlike existing systems, it had been developed not just with the needs of the GP in mind but would also more readily facilitate the requirements of the administration and management of the practice and enable everyone to save time in many day to day tasks

Patient Self Check in System

With the installation of EMIS Web SG advised that the practice intended to purchase 'Automated Arrivals' a patient self check in screen to help cut down on queues at the front desk. No more complex to use than a cash machine, self check in systems were proving a popular enhancement to the patient experience for GP reception facilities.

Call Queue System

This had been installed and a person from the IT department would need to come out and provide the staff with the necessary training before it could be implemented. It was expected that the system would be available by the end of the month.

It was expected that at times of peak demand and lone working the call queue system would hold up to three callers in a queue and advise them of their current queue position. Whilst they were waiting useful patient information would be played on a repeating loop.

Prescription Problems

Although Connecting for Health would eventually develop electronic links to transfer prescriptions directly from the practice to a nominated pharmacy this was still not available and there was no indication of when this facility would be deployed.

The issue of lost prescriptions still prevailed and the practice and pharmacy staff were working together in an attempt to resolve this. SG advised that she would look into producing some kind of auditable script tracking methodology which might indicate where the problems lay and facilitate some kind of resolution to this perpetual issue.

Patient List Update

The patient list had increased to 3,762 but we still needed to increase our numbers. It was agreed that a newsletter would be produced for circulation in the area and the group were requested to offer suggestions as to the content that they felt might be useful to add to it.

It was agreed that the newsletter would be produced and presented to the group for comment before being sent out:

Suggestions included:

- Adding the practice's opening hours
- Advising about having a permanent female GP presence
- How to accessing emergency dentist
- Information about patient choice
- Repeat Dispensing
- Local Services available at the health centre (treatment rooms, phlebotomy, Health Checks, etc)
- Telephone consultations offered (it was felt that telephone consultations were appreciated by the patients)

Mystery Patient

Our mystery patient visited us on 8 September and we received a very well rounded and constructive report. Overall the mystery patient was very satisfied with her visit to the practice and found patient feedback gathered during the visit very complementary to the practice staff and doctors.

Date & Time of Next Meeting

It was proposed that the next meeting be held in June 2011, date to be confirmed.