

## **PEEL PARK SURGERY MINUTES**

### **PATIENT GROUP MEETING**

**Date:** Wednesday 24<sup>th</sup> July 13 **Time:** 1-2pm **Place:** Undercliffe Health Care Centre Meeting Room

**Attendees:**

Dr P Jha, Principal GP, Margaret Jackson Practice Manager

PPGMembers: Mr xxxxxx, Mr xxxxxx, Mrs xxxxxx, Mrs xxxxxx, Mrs xxxxxx, Mrs xxxxxx

**Apologies:**

Mrs xxxxxx

**The purpose of the meeting was to discuss which issues are a priority to include in this year's Practice Survey.**

Margaret wished to raise two points from the previous meeting held on 29<sup>th</sup> Jan 13 which were:

Firstly, PGM had asked if it was possible to audit DNAs so that reception staff could view repeat dna offenders. We considered this and the Practice now has a revised dna policy with effect from 01/07/13 which is available to patients at the desk or to download from website. During Jan – June, 427 patients failed to attend their pre-booked appointment. In June alone, 98 patients failed to attend. The practice will write to patients who fail to attend on 2 occasions, warning them that if they fail to attend on the third occasion without explanation, they risk being removed from our medical list. We will re-audit July – Dec and see if the new policy has had any effect on improving the dna rate.

The second point was regarding delivery of medication. All acute scripts ordered before 12am will be issued by 4pm same day; acutes ordered after 12am will be ready for the following day – any changes to these times would be at GP discretion. Reception staff will send the script to the chemist of the patient's choice. However, it is up to the patient to organise delivery with the chemist.

**The Group discussed:**

- Why there has been a shortage of typhim and avaxim since last year. There has been a nationwide shortage since 2012. GSK stopped supplying, therefore Sanofi Pasteur acquired all their customers and that, together with a batch recall of typhim, has contributed towards the shortage. The practice is only allowed 5 typhim per month at present. Typhoid tablets are now available on script. Avicenna hold a travel clinic but there is a charge to the patient.
- PPGM rang for appointment on Wednesday. Told no appointment until Friday of the following week. Asked if any other doctor had appointment free and given one for following Monday. Not acceptable to wait 10 days for appointment. We will look into this issue and report our findings back to PPG at next meeting.

- PPGM concerned about rationing of medication following meeting with CCG. Dr Jha assured that there is no rationing of medication at the practice. We would prefer it if patients would buy medication which only costs pennies from the supermarkets (such as paracetamol, ibuprofen, etc.) However, Dr Jha does not refuse patients otc as some patients do not have any money at all.
- PPGM had requested call-back from doctor. He waiting in all day but Doctor did not ring. Slots for doctor to call back patients are on the system every day so will look into why this has happened and report back at next meeting.

Dr Jha is thinking of starting a walk-in session on a trial basis from September. There will be a strict cut-off time so that patients will not be seen if they arrive after that time. Times to be decided.

At the last Council of Members meeting attendees were asked to encourage PPG to get message across to other patients to attend OOH centres rather than A & E. A good place to pass the message could be the mosque or other places of worship. Patients should ring 111 out of hours who will triage to most appropriate provider or Dr Jha said it is o.k. for patients to walk in one of the out of hours centres without an appointment..

After discussion, the PPG together with Dr Jha and Margaret decided to include the following questions in this year's practice survey:

1. What patients think about walk-in appointments.
2. Whether patients prefer book-on-the-day or pre-bookable appointments
3. What patients think about the staff and doctors at the practice
4. What patients think about the waiting room area

**Meeting concluded at 2pm**