

# **RAINFORD HEALTH CENTRE**

## **Patient Participation Group**

### **Minutes of Meeting held on 29<sup>th</sup> June 2016**

#### IN ATTENDANCE:

Mr Bob Singleton	Dennis Cowley	John Rosbotham
Sandra Corfe	Carol Sanders	Lynn Conachey
Patrick Conachey	Helen Sansbury	Dr J Lowcock

#### Apologies Received from:

Keith Gratton	June Marten	Sue Kimberley
Brian Marten	Sue Kimberley	Linda Burns

#### Minutes of Previous Meeting

The Minutes of the meeting held on 8<sup>th</sup> December 2015 were approved as a correct record of discussions.

#### Matters Outstanding:

Helen Distributed a schedule showing seasonal flu vaccine uptake by GP practice up to 31.1.16. It was noted how well our Practice had done in relation to many others.

#### Electronic Prescribing

The Group discussed the new Electronic Prescribing System (EPS) which seems to be working well. There was some discussion over the sudden appearance of a mandatory 'comments' field. We were all a little unclear as to why this appeared to be mandatory. It was felt that the comments box was for patients making statements such as "going on holiday next week so ordering medication early" or "dog accidentally ate my tablets so ordering early"... If medication was being ordered in a timely matter it was not clear what the box was for. Helen suggested that if the system would not allow you to continue without putting something in the box you could just put a full stop or symbol in to fool the system in to letting you continue. The Group were happy to try this.

#### Telephone Consultations

The Group were told how the gradual introduction of telephone consultations was taking place. The Doctors felt that this was a good initiative giving better access for patients who find it difficult to get to the surgery because of work commitments. It was highlighted that only certain types of reviews could be undertaken in this way simply because in many cases a physical examination would be required. It was also pointed out that this did not free up any of the doctors time as a 10 minute telephone consultation was the same as a ten minute face to face consultation.

The Group had a discussion about the new online provision of primary care services such as Pushdoctor.com. These were being advertised with the phrase “no travelling, no waiting, talk as long as you want” and “get a prescription, sick not or referral instantly”. Pop up Surgeries were being promoted in busy places such as Piccadilly Station. It was agreed that such services may suit some people but patients with chronic or complicated conditions would prefer continuity and to be seen by their regular GP. In the short term the practice did not see such services as a threat.

#### Any other Business

A member of the Group asked why an acute prescription had been added on to his Repeat Register. Helen suggested that in some cases patients require a second batch of antibiotics. When this is done the medication is sometimes changed to ‘repeat’ to prescribe the medicines rather than ‘add’ the medication again. The drug is then moved to ‘past medication’. The antibiotic should not appear the next time on the counterfoil of the script.

#### CQC Inspection

Helen notified the Group of the impending CQC inspection on 5<sup>th</sup> July. All members of the PPG were invited to attend on the day to speak to the CQC Inspectors.

#### Date and Time of Next Meeting

The next meeting will be held on 28<sup>th</sup> September at 6.30pm