

PPG Minutes

Date: April 10th 2018

Time: 11:00 – 12:00

Surgery Group Room

Attendees: 1 patient

Staff attended: Shalina Khan, Rebeka Chowdhury, Jason Tolentino

Electronic Prescribing Service

We discussed the advantages of signing up with a local pharmacy to be registered on Electronic Prescribing Services (EPS). It is a service to make it more convenient for a patient to obtain their repeat medication. When requesting, the patient does not need to come into the surgery to order their medication, they can just contact their local pharmacy to order and then they can also just go to back to them when the medication is ready for dispensing. This avoids prescriptions getting lost or misplaced.

Another way to order repeat medication is via patient access, if patients are registered to this service, they are able to request their repeat medication on their computer.

Another advantage for being registered to EPS is that a patient can nominate which pharmacy they can send their prescription to, this could be a pharmacy near their work place.

Patient did mention that local chemist send or dispense items to patients that are not needed, so items such as emollients that are not used as much tend to be wasted as any unused expire and then are wasted.

GP online Access

We continue to promote GP online access for patients, this is one way to improve access for patients to appointments. On GP online access they can also get access to their medical records such as test results.

Park Gym

Presented a poster to those attended. The practice managed to obtain some funding to possibly set up a Park gym for the local community in Shandy Park. We want to set up a time and date where patients or people who live within the community can engage with the organisers of the park gym. We need input from the community as this will be their gym. We want ideas such as what equipment will be installed and also the layout of the park gym.

Quality Improvement Project on Minor Ailments

We introduced a practice project to improve our Nursing appointments. As a practice we are finding a way to book patients with minor ailment problems to our nurse practitioners and independent prescribers. This way it will cut down the waiting time for GP appointments, and GP appointments can be used for long term conditions.

We would like some patient involvement in this project to get some ideas on how we can possibly set out a clinic, or be involved with the quality improvement project to help with other change ideas and promoting changes that have been made to our service users.

The PPG held this month was the lowest turnout ever; we really want our patients to be involved in PPG's so that we can discuss with you any issues or ideas you have to improve our services. We will really value your time to this group and you could be rewarded with a time bank. If you are interested in being part of the Patient Participation Group, you can email us on harfordhealthcentre@nhs.net or express your interest by speaking to one of the staff at the surgery. We will then take in your email address and email out future events or meetings involving the group. You could also share your ideas on the best times that are suitable for you and the most common times that we received; we can base the meeting around those times.