

PARKSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP SUMMARY OF MEETING 21 March 2019

PRESENT

Samantha Evans - Practice Manager	Secretary / Minutes – Karen Clift Janette Coombe - Receptionist
Brian Hulse	Norma Stamps
David Moreton	Viveen Gonzales
Carol Chapman	Margaret Onions

APOLOGIES

Alistair Mayo	Douglas Birch - Acting Chairman
Joan Kempson	Brenda & Henry Bowles

Samantha Evans explained the new ethos of the meetings and the way in which we wish to move forward. This includes any issues raised which are beyond our control.

The meetings will be informal discussions about any changes in the practice and an opportunity for patients to participate in decisions being made regarding services and also to share ideas and suggestions for development or improvement of the practice and its services.

There will be no set agenda and a summary of the meeting will be produced rather than minutes. By hosting the meetings in this way we hope to generate more interest and feel this might encourage more people to attend. In particular, we are interested in the opinions of younger people, working parents and ethnic minorities and carers as well.

New Changes...

Check In Monitor

We now have a self check in machine on reception for patients to use. The system can also be set to ask short questions for audit purposes such as Are you are carer?/ Are you a smoker?

Repeat Dispensing

This service is for patients that have regular items on prescription that are unlikely to change. The prescription can then be ordered in batches (for example, 6 monthly).

Each month the patients collects the items directly from the pharmacy and there is no need to reorder at the surgery until the batch ends. The chemist should inform the patient when the batch is about to end so the patient or chemist can arrange further batches. We are seeking feedback from patients that use this service to give their opinion on it.

Janette also clarified that she is the lead member of staff for any medication queries/ reviews and she works closely with the GP and Practice Pharmacists.

Online appointments

All practices are now expected to offer at least 25% of appointments online. These appointments will be able with the GP, Nurse Practitioner and Practice Nurse.

Extended Hours - extended services will be coming back from 1st July

Monday 6.30 pm - 7.00 pm (Practice Nurse)

Tuesday 7.30 am - 8.00 am (Dr Jay)

Tuesday 7.30 am - 8.00 am (Phlebotomy)

Thursday 7.45 am - 8.00 am (Dr Jay)

Friday 7.45 am - 8.00 am (Dr Jay)

Out of Hours/Urgent Care

Information was given to patients about the extra GP appointment available in Walsall between 6.00 pm and 9.00 pm. Telephone Number to make these appointments is 01922 501999.

Notice was also given that the Urgent Care Centre in Walsall is now closed and the one in Burntwood has also ceased operating as an urgent care centre and is now a regular GP surgery for their registered patients only.

Other Business

Ideas for our Information session were discussed and the following suggestions were made.

- Pain Relief
- Diabetes
- Asthma
- Mental Health
- Weight
- Dementia

On the whole the feedback from the group about the new meetings was positive and everyone felt it very informative and informal with an opportunity to discuss a variety of subjects.

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