

Derwent Medical Centre

Meeting 16th June 2016

Present:

Ms RA , Mrs SM, Rev PM , Mrs VD, Mr MS, Mr HK & PM(Waleed Shamki)

1. Welcome & introduction

Waleed welcomed all PPG members, thanked them for attending the meeting and asked them to introduce themselves.

2. Patient's Access

Waleed talked about the new detailed coded records which enable patient's further options when accessing their medical records online. This will include accessing information about their test results, immunisations, and documents as well as making appointments and requesting repeats. The above was initially piloted with the PPG members and now has been rolled out to all patients. Bearing in mind the above is still advertised to patients.

The practice was grateful for all PPG members who have contributed with their valuable feedback regarding the above online access including Mrs SM and Rev. PM and Ms RA "It was helpful to access our immunisations, test results and documents", another feedback "focused on the positive aspects of seeing test results and seeing the relevant graphs that explains what is low and high"

Waleed concluded on the fact this will hopefully reduce number of telephone calls related to test results.

Action: no further action required

3. Last Meeting minutes

In regard to point number 3, one member (MS RA) confirmed that she was offered to be seen downstairs when she was unable to see the Doctor upstairs

Action: no further amendment or action required

4. PPG draft

There was couple of issues that was highlighted by the PPG members;

In regard to when/where the PPG meeting is held, and if the practice should send text message to patients regarding future PPG meetings. Waleed responded that the practice does advertise the PPG meeting on website, our notice board and on the Jayex machine. However, there was a general consensus regarding umbers that we are limited for space.

Action: to continue with the current means of advertising for the PPG meeting

In terms of meeting time, there was a suggestion if the meeting could take place after 5 pm and Waleed replied that the practice would be happy to accommodate that as long as the PPG members are fine with the suggestion.

Action: next meeting to be after 5 PM

Few members requested to remove the following statement from the first paragraph under the heading of (Who are the members?) that reads "..., and the ability to make eye contact." And it was agreed to be removed by all members

Action: It was removed and the final version is to be emailed to all members with these minutes

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Regarding the Terms of Reference, there was a suggestion to select a chair today but most of the attendees opted for further meetings to take place before selecting a chair, thus enabling members to know more about each other and they were happy to keep Waleed chairing the meeting for now

Action: to continue with the current arrangement till further notice

5. Patient emails & EPS

Waleed stated to all members that the practice has been advertising to encourage patients to provide an up to date mobile number and emails (new improved E-Communication form is in use now for new registered and existing patients). Also to encourage patients to select Electronic Prescription System (EPS), thus it is more convenient to patients and reducing volume of phone calls and visit to the practice. Patients have the option to select a pharmacy of their choice.

Action: no action required (The practice already advertise for the above)

6. General Survey (patients feedback/comments)

Waleed asked the PPG members to give their feedback for the general survey that he had emailed them (unfortunately some members haven't received the survey, hence to be added to next meeting agenda)

Although Mr MS kindly completed the survey, it was decided to wait till the rest of members receive and send their feedback before finalising this matter.

Action: to email all PPG members the general survey with these minutes

7. Date of next meeting

5.30 pm September 8th 2016 to be confirmed