

PPG Minutes Of Meeting September 2011

Patients in attendance; Gary, Shirley, Joan and Lillian.

Staff in attendance; Jackie, Vicki and Carol.

Apologies; Pat and Christine.

1) Introduction to the group as there are lots of new members and an explanation of why the group is being formed and how often we are meeting.

2) Walk in surgery discussed.

Group wondered if we could extend to the afternoon as well maybe evenings for working patients.

Also would it be possible to have a separate waiting area and wanted to confirm that even if 100 patients turned up before 11am we would not turn them away. It was also felt that reception staff could explain/reword how they tell patients to wait or go away and come back as presently there is a lot of confusion over this.

3) Suggestion, Could try using the automated message board.

4) Prescriptions by e-mail; lots of patients are asking for it and after a long discussion we have said we will run a pilot scheme with 100 patients for 2 months, see what the teething problems are and report back. We all felt it was a good service to offer and long as it is an additional service and not a replacement as some patients do not use a computer. The PPG came up with some great ideas we will advertise for patients wishing to take part.

5) There were some comments on how long prescriptions take i.e. 48 hours. The PPG were shown, using a hypothetical patient, what the process involved and how much time was required. The PGG concluded that it was a full time job.

Next meeting was set for 23rd November 2011 at 4pm