

Patient Panel Wed 5th April 2017

Present : Ian Davies, Raymond Davison, Alf Potts, Lynne Holman, Jennifer Allen, Rob Lewin, Jack Curtis, Annemarie Armstrong, Anne Ruffell

Apologies Stuart Miller, Peter Ellison, Jean Smith, Joyce Bainbridge

Minutes of Last Meeting 25.1.17 : agreed

Matters arising :

- a) Mission Statement – another suggestion by Jack is – “Healthcare , We Care”. To be finally agreed at next meeting.
- b) Repeat Prescription Requests – From 1st March 17 we ceased to take requests for repeat prescriptions over the telephone due to the unmanageable volume of calls coming into the surgery. This has proved very successful and calls into reception are now at manageable levels, thus enabling urgent calls to be dealt with quickly and efficiently by the reception staff. We have received very few complaints / concerns however if anyone has any queries about their repeat prescriptions please contact the surgery.

We would like to thank all our patients and carers for their support and co-operation in this matter.

Meeting

A warm welcome to Annemarie Armstrong, our new Nurse Practitioner, who attended the meeting today to discuss her role in the practice.

Patient Survey

The results and action plan were circulated to the group for information. We have received very positive comments this year and overall patient satisfaction was 98% with 2% who did not answer this particular question. The results will be uploaded to the website.

Complaint Log

Anonymised log of patient complaints were circulated for information and discussion. The practice has received 2 written complaints from Apr16 – March 17, one of which was upheld by NHS England.

Significant Events

Anonymised Significant Events log was circulated for information and discussion.

Generic Brand Medications

The group find it extremely frustrating that there is a confusing difference between generic brand medications i.e packaging and colour and wondered if there is some way that this can be standardised. Anne agreed to pass on their concerns to SCCG Medicines Management to look at this and pass on to other more appropriate bodies.

Lynn asked if her mother’s nominated pharmacy could be removed as she will collect her scripts from the practice. Anne will ensure this is done.

Building

Anne to keep group informed of any new developments.

Speakers

A speaker will be invited to attend next meeting . Raymond to provide details of speakers who can be invited to attend from support services e.g Back on the Map.

Date and Time of Next Meeting : Wed 31st May 2017 at 4.30pm.

