



**Bodriggy Health Centre**  
**Patient Participation Group Meeting Minutes**  
**27<sup>th</sup> February 2018**

**Present:-**

David Raymer  
Margaret Woolcock  
John Bennett  
Ryszard Zolkiewicz  
Henry Blakeley  
Dr Curnow  
Matthew Chubb (Microtest)  
Nick Kaye (Pharmacist)  
Trish Thomas

**Apologies:-**

Christine Lorente  
Donna Anton  
Mrs Blakeley  
David Cupples  
Dianne Gibney  
Lee Saunders

Minutes of the 21<sup>st</sup> November meeting had been distributed and approved as correct.

1. Matters arising.

The Boots Chemist closure was discussed in the presence of Nick Kaye (Pharmacist). David Raymer confirmed that a letter had been sent by the PPG to Boots appealing the consolidation.

Announcement System

Matthew from Microtest said in some practices patients are given a ticket on arrival with a number. All present didn't feel that this would work at the practice. If we wanted to use the waiting room screens for calling patients we could change the doctor's settings so it doesn't call the patients when they access the notes. David Raymer felt that there could be Data Protection issues when we are calling patients names. No other member of the group saw this as a problem.

## Pre-bookable appointments

John Bennett asked why there are not many pre-bookable appointment slots. Dr Curnow confirmed that this was something that was being looked at and will feedback to the practice. The practice doesn't want to release too many slots in the future as a number of patients do not attend these.

## Boundaries

John Bennett had looked at the practice website and could only see a visual map of the boundaries. Trish will feedback this back to Stephanie to see if there is a more detailed boundary map available.

Below is the link that is on the practice website, once patients follow the link they are then asked to put in their postcode to see if there are within the boundary.

<https://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=L82036&h=400&w=600&if=0>

## 2. Friends and Family Test Results

All members of the group had been sent the Friends and Family Test Results. All present agreed that the practice had scored well. Dr Curnow highlighted that the results are looked at by all members of the practice team. The practice reviews the results to check on any trends. John Bennett felt that the figures could be skewed as some patients put a low score in yet the comment does not match the score.

## 3. Patient on line services

David Raymer highlighted the problems he has encountered with accessing the Waiting Room 2. Matthew Chubb (Trainer from Microtest) was concerned that a number of patients were experiencing problems as it should be a simple operation from both the patient and staff member perspective. Matthew confirmed that all patients who were on the original Waiting Room were transferred over to the Waiting Room 2 and did not need to provide any identification to the practice. For new users they are asked to bring in a piece of photo I.D (passport, driving licence) and something with their address such as a gas bill or electric bill. If for some reason they do not have these they are asked to speak to a member of the practice who could possibly vouch for them. Matthew offered to visit the practice if it is felt the staff need more training. This will be feedback to the Office Manager.

#### 4. Electronic Repeat Prescribing (eRD)

Nick Kaye (Pharmacist) gave a comprehensive presentation on how electronic repeat prescribing works and how it will save on waste medications and obvious cost savings (Presentation is to be emailed to Dr Curnow).

#### **Benefits for patients include:**

- no need to contact the surgery to reorder at regular intervals unless their condition changes
- retain regular contact with their dispenser, who is responsible for checking that their circumstances haven't changed since the previous issue of the prescription was collected
- change nominated dispenser at any time during the duration of the eRD prescription
- if clinically appropriate can request the next issue early or obtain more than one prescription, for example when going on holiday

#### 5. Ambulatory ECG Machine

The group were informed that Nancy Tuffill had successfully raised enough funds to purchase an additional ambulatory ECG machine for the practice. Margaret Woolcock was not aware that there was a donation fund and contributed towards it during the meeting. A picture of the machine being donated to the practice can be seen on the Waiting Room Television Screens and it was also in the Cornishman.

#### 6. WiFi in GP Surgeries

See attached information regarding the WiFi. As yet the final install has not been completed.

Date of time of next meeting was not confirmed only that it will be in June during an afternoon. John Bennett suggested that the meeting dates need to be booked in advance for the next 6 to 9 months as we only meet 6 times a year at the most.

#### **Dates of next meetings:-**

**June – Tuesday 26 June at 2.30pm**

**Sept – Tuesday 4<sup>th</sup> September at 6pm**

**November – Tuesday 6<sup>th</sup> November at 2.30pm**