

**Birchwood Medical Practice  
Patient Participation Group Meeting  
Thursday, 16<sup>th</sup> May 2019 @ 17.30pm**

Attendees: (CB) (LH) and Christine Thorpe (CT) -Practice Manager & Minute taker:

**1 Welcome and Apologies**

**2 Review of PPG minutes of 21<sup>st</sup> February 2019**

All items were covered in the Agenda.

**3 Matters arising not already on the Agenda**

There were none.

**4 Health Conversation Forum**

Details shared to attend a Health Conversation. – dates and events.

**5 Join Dementia Research**

Details shared for patient involvement in Dementia Research

**6 Practice Feedback**

**When ordering prescriptions online – maybe send an automatic email to say the surgery has received it. If it can't be issued for some reason let patients know.**

There is a confirmation on systmone and their prescription page is updated.

**A credit card machine for payments and I do not carry cash or cheques.**

The practice rarely deals with private payments – it is mainly for private medicals. The cost of renting a debit or credit card machine does not justify for this. There is a cash machine at the neighboring shopping centre.

**7 Missed Appointments**

Figures were shared on the number of appointments offered broken down to clinician and the number of missed appointments.

Period April 2018 – May 2019 47574 appointments in total with 2636 DNA's and 20 walk outs. 5.6% missed.

Methods available to patients to cancel discussed – online – text message - answerphone  
DNA policy discussed.

**8 Practice News**

## Carers Quality Award

The achievement of the Carers Quality Award was shared. How this is shared to the wider patient list – e.g. waiting room, website and publicity with Carers First. The contents of the Carers board was discussed as well as the monthly Carers Drop in clinic.

Number of patients on the Carers register is 296 – this has decreased as the practice has contacted carers to encourage sign up for text messages so they may wish to be prompted when there is a Carers drop in clinic. It was identified that the practice was not informed or aware when patients ceased to be Carers.

## **Social Prescriber Drop-in**

Each Wednesday there is a social prescriber that can see patients on referrals by clinicians or staff or patients can self- ref. They can advise them of alternative services including social, community and government.

## **Primary Care Network**

The role of Primary Care Networks was explained. All medical practice will join a newly formed Primary Care Network by 1st July. Birchwood will be in one called Apex – and we be with neighbouring medical practices, Woodland, Boutham, Newark Road and Richmond.

## **Appointments Outside Normal Hours**

This service is working well and was explained further. Appointments available every evening until 08.00pm and some Wednesday morning, Also morning appts on weekends and Bank Holiday.

## **E-Consultations**

The practice is piloting this new service until August. It allows patients to go onto the practice website and click a banner and then go through questions to ask for self help, pharmacy advice or a consultation with the doctor. Electronic response is provided which may be to self help, collect a prescription, offered an appointment or a telephone consultation.

Demonstration provided on the big screen,

## **NHS APP**

There is a new app for the smartphone/computer called NHS App. This allows patients to sign up for on-line services to make appointments, order prescriptions and view medical records. First they go through a security check before approved.

## **9 Any other business**

CB asked that Singing for Alzheimer's poster continues to be displayed for her local session and it is added to future newsletters.

CT aware of new patient interest to attend the group and will encourage for the next meeting

## **10 Dates of next meeting**

The next meeting will be Thursday, 17<sup>th</sup> August 2019 @ 17.30pm.