

Hetherington & Pavilion PPG Meeting

Venue: Pavilion Medical Centre

30th January 2018

Present: PCa, PCo, JA, SM, DS

Apologies: HBH, MS, AK

There were no outstanding issues to discuss from the previous PPG meeting.

Service Feedback

1. SM reminded group that on-line access for appointment bookings is now available to book from 7pm the evening before for next day appointments.
2. SM explained the results process for Local Care Records
3. Practice is increasing the use of electronic referrals, this will speed up patient appointment times.
4. Self- Care with over the counter medications, this is being gently implemented.
5. Dermatology web app will be made available later in 2018.
6. SM discussed the use of Virtual Clinics, i.e. Respiratory, Mental Health and Diabetes using a selection of patients.
7. EZ doc was discussed, the method of managing documents proven to reduce GP administrative workload by up to 90%. The practice has implemented this model recently and it is already reducing GP workload.

Staff update

We currently have 2 GPs on maternity leave, Dr NS will return early March 2018, Dr SN may be off until Jan 19 but will provide more info nearer the time.

We have employed a part time GP under the GP Retention Scheme for 2 sessions a week.

The GP Retention Scheme is a package of support resources aimed at GPs who may be considering leaving the profession, to remain in clinical practice, providing between one and four sessions per week to keep skills updated.

Other business

PCo indicated that the patient self check- in system didn't always work and wondered if a stylus could be obtained for the providers. DS will action.

PCa asked if when in the telephone queuing system could we incorporate a waiting time or number in the queue system. DS will make enquiries.

Pavilion PPG members –

There are currently no attenders at meetings from this site so we aim to do a Marie Curie coffee morning alongside a recruitment drive in early March.

We will also do another bowling event at Brockwell Park in April, we discussed how to pick up 'lonely patients' by perhaps offering a buddy system.

Next meeting early March following coffee morning event at Pavilion.