

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 24 October 2018
5.30pm – 6.30pm

Attendees: Kath Douglas-Furner, Susan Scales-Barlow, Mary Chuck, Karen Chriscoli, Bernie Wilkinson

Apologies: Dave Lamb, Joanne Price, Diane Bowers, Richard Utley,

Peter Whitehead has decided to retire from the group after many years pro-active support. Thank you to Peter for his time and support/encouragement over the years.

- Update on flu vaccine campaign – we vaccinated over 1300 patients on the first Saturday in October despite some problems with stocks of vaccines.
- PPG members feedback on volunteer sessions and Practice team response
- **No privacy during conversations between patients and reception. I could hear everything in conversations between receptionists and patients where I sat and so could other people sitting in that area. I don't think many patients were aware that their personal details were being overheard.**

We have a private room to left of reception if patients require more privacy, there should be a sign up that advises of this. We also purchased a free standing sign (last Monday) that asks patients to wait for receptionist which should give a bit more privacy

No facility for wheelchair patients to speak to reception

It's not a matter of privacy; the receptionist has to lean over the counter to communicate with wheelchair users. This is not the way to treat people with this disability. The lower screen is a good move but not many people use it, either because they want to speak about something other than announce that they have arrived or do not notice it or can't use it.

This is due to old design of building and reception area, again if patient needs more privacy then receptionist can take them to side room. The signing in screen is lower to be accessible to wheelchair users

Recent premises inspection from disability team did not highlight any "must do's". No funding available to make structural changes at present.

**Why have 2 receptionists when 1 is fully occupied on pc?
Queue formed when only one receptionist available.
The problem was that although there were 2 receptionists which is good, one of them just continually typed on their pc without any interaction with clients in the queue which several people found very frustrating.**

We do advise receptionist to ask patients to book in on screen when they are busy. Queues do form when patient has queries and these sometimes take a little while to sort out/when booking advance nurse appointments/giving advice of service etc.

Receptionist have the following tasks to complete:

Document receipt of sample

Prepare documentation for Patient on-line access

Send task re query from patient

Respond to query from clinical team

Send patient to clinician from call screen.

We do ask receptionist to be aware of queue forming and to acknowledge patient and advise will be with them shortly. Discussed customer service during October protected learning time for reception team.

Where possible we do put 2 receptionists on the desk. Sickness absence/lunch breaks can affect this though. Also some patient don't use the booking in screen....

Some patients had difficulty finding way from reception to doctors. Is this something volunteers can assist with.

- **Good idea! Would be good for PPG volunteers to help with**

System for requesting repeat prescriptions needs reviewing. People had to wait in the queue to request a repeat, there used to be a box but people said that this got ignored, they can't ring the surgery to get a repeat prescription but can when ordering it through one of the chemists in the village (plus the phone gets answered a lot quicker!!)

When I was in Boots collecting my prescription the other day 4 people complained that they had requested a repeat prescription but this was denied by the surgery because they needed to have various tests. I understand this, but the problem is that when this happens especially on a Friday the patient can be left without medication over the weekend until they can arrange for a test. Surely if a test is required, then the patient should be contacted by phone to arrange a test and provide a short term prescription to see them through to such time as they get the results of their test.

- Forms are on front desk to request prescription so no need to queue up/can use right hand side of prescription tick list/write on blank piece of paper/ request via website or new nominated prescription team email warccg.prescriptionsteam@nhs.net
- Box in same position it has always been on left hand wall as people enter the front door. Do we need to paint it??
- Requests not taken over the telephone – risk of errors, not done this for many years. Other options (above are safer). We also keep paper requests for 2 weeks for audit purposes. Do not have telephone capacity to take requests for prescriptions.
- If review and tests are required patients are contacted by telephone, letter or email (if this has been supplied). There is a reminder on right hand side of prescription to advise when review is due.
- GP's are now asked to issue 1 month of medication to ensure supply until review done.
- Patient and pharmacy should allow 2 working days from receipt by surgery for repeat prescription to be processed, acute items will take longer.
- Friends and Family Test – Promotion

Receiving greater numbers of feedback by PPG/Staff promotion

- CCG – Strategy for primary care
Falls prevention
Pre-Diabetes Project
South Cluster aims
Alcohol
Frailty
Home visiting
Please see the power point below

[Update for PPG Oct 2018.pptx](#)

- Date for next meeting
Wednesday 9th January 2019 at 5.30pm

