

Report from the Patient Participation Group Meeting of 15th May 2018

At the meeting held on 15th May 2018 the following subjects were discussed:

Vestibule

Members present thought that at 8am there is a rush at the front door when the doors open and less mobile people at the front get overtaken and not seen first. They requested the practice address this issue as the elderly and the less mobile can be disadvantaged.

On-line pharmacies

RM reported that a receptionist had directed a patient to an on-line pharmacy. There is an ad on the screen in the waiting room advertising it. Members were not happy with this and asked that receptionists should not recommend pharmacies.

Phone system

NH said it sometimes takes a long time to get through to the Queries line. She thought nobody was answering. The practice manager said that the surgery phone system does not have an engaged tone, so the patient thinks it's not being answered when, in fact, the phone is engaged and they are in a queue.

Electronic Prescription Service (EPS)

There was a discussion about the Electronic Prescription Service. RM, who is a pharmacist, said EPS relies on everyone knowing what they are doing, including the patient. Patients need to request in time – he said most surgeries say 7 days. The turnaround time is 2 working days.

Sometimes a prescription will be waiting to be signed off by the GP.

Sometimes the patients have said that the pharmacy have told them that the surgery has the prescription. However, the surgery can see on the system that it has been signed off and sent.

Dr Sharma said that at the surgery we would say if we hadn't done the prescription yet.

SA said there is a problem in that some prescriptions can't be sent electronically.

Summer Fair Saturday, 7th July 2018

The practice is going to hold a summer fete on 7th July with stalls from local organisations such as Bromley MyTime, Diabetes UK. Money raised will go to the Bertha James Day Centre and CASPA, the Children on the Autistic Spectrum Parents Association. A raffle was requested.

Referral System

It was explained that nowadays the referral system is very complicated. In the past the doctor dictated a letter and the secretary typed it, and then it was posted to the hospital. Nowadays it is an electronic central referral management system and the

hospital departments offering appointments have to be on this dedicated computer system. Hospitals from out of the area are not on the system. Hospitals will not accept paper referrals any more.
VS to draft a leaflet to explain the referral system.

Yellow parking lines

Members of the group suggested yellow lines on the road outside of the front of sthat individuals parking at this point made it extremely difficult for exiting vehicles to see oncoming traffic.

Action Plan

- Practice to consider some sort of ticketing system for patients attending for the same day appointment clinic.
- Operations Manager to tell receptionists they should not promote any particular pharmacy service.
- Practice Manager to get the advert for Pharmacy2U removed from the screen in the waiting room
- To investigate with the council the yellow lines in front of the building.

- VS to do a leaflet explaining the system for referrals

- Members to contact the practice manager if they can lend a gazebo or folding table for the summer fair, or help man a stall
- TG to finish the risk assessment for the summer fair.