

## Report from the Patient Participation Group Meeting of 18<sup>th</sup> September 2018

At the meeting held on 18<sup>th</sup> September 2018 the following subjects were discussed:

### Actions from previous meeting:

- It was suggested having an exit road on the other side of the building. The practice manager said that this had been a part of the original plan when the building was built, but the council had rejected it.
- Ticketing at 8am: A system has been introduced whereby a receptionist tells the first patient to take a number tracer card then they tell the next patient who arrives about the system. The tracer card numbers are kept on the shelf and taken away once the doors are opened at 8am. There have been no problems so far with this.
- Pharmacy2U :Reception staff have been told they should not promote any particular pharmacy service. The advert for Pharmcy2U was removed from the TV screen in the waiting room.
- Telephone message: the telephone company said they were unable to put a queueing message on the phone system.
- Yellow lines outside the building: The council have been asked if they will extend them.
- DE kindly lent a trestle table to the practice for the summer fair.
- A leaflet explaining the system for referrals: Dr Sharma has drafted this and is consulting with the other doctors.

### *Over-the counter medications*

Dr Sharma said this is a national policy. Patients are being asked to buy certain medications which are available without a prescription from pharmacies. Some patients understand, while some are angry. In Lambeth, Southwark and Lewisham this was done a couple of years ago and it is more accepted now. Doctors' prescribing patterns are monitored nationally.

### *Mobile phones in the waiting room*

TG reported that he had overheard two patients on their mobile phones in the waiting room. The Reception Manager said that she does go out to the waiting area to speak to patients if the noise is causing disruption. There are signs asking patients not to use mobile phones in the surgery. EL said people who are feeling unwell do not want to have this noise.

### *Same Day Appointment Clinic*

The Reception Manager confirmed that the first appointments are reserved for patients walking in. On more occasions than not, the same day appointments have been filled. There were unfilled appointments in the Same Day Appointments Clinic every day in the previous week. Dr Sharma said if someone came in seriously ill, they would be seen. We give patients appointments at the hub when more are needed.

Patients are advised to return the following day if necessary. A child under 5 with acute symptoms would be referred to the Duty Doctor.

A member of the group asked if the practice has any private patients. Dr Sharma confirmed it does not.

**Action Plan**

- Action: Practice Manager to ensure there is a sign on the screen in the waiting area.