

Docklands Medical Centre Patient Participation Group Meeting 16 October 2013

Agenda

1. Managing patient access
2. Flu clinics
3. Health authority list checking exercise
4. Consult with us online
5. Online appointment booking system and online repeat prescription ordering
6. Online registration service
7. Changes to repeat prescription ordering
8. Your health information
9. Patient feedback
10. Patient survey
11. AOB

Minutes

Attendees: Sioux Thorn (Regional Manager), Dr Ben Shankland (Lead GP)

Patient attendees: 6729, 6727, 19139

Item	Topic	Action/Outcome
1	Managing patient access	<p>We have introduced a new system to help direct patients to the care they need when they want it. Our Nurse Practitioner, Rachael, will have clinics in the morning from Monday to Thursday for patients who need to be seen on the same day. Rachael is an advanced nurse prescriber who is skilled in treating patients with minor ailments, such as coughs, colds, rashes, conjunctivitis, ear infections and other minor illnesses. Patients with on-going medical or complex problems will be able to book an appointment with a GP.</p> <p>This gives patients a wider scope of access as more appointments are available for those with issues that require attention on the day and ensures patients are seen by the right clinician, at the right time.</p> <p>You will find that the reception team will ask you the reason you want an appointment. This information assists in giving you the right appointment with the right clinician.</p>
2	Flu clinics	We are running flu vaccination clinics – do book an appointment with the nurse or health care assistant

		if you are eligible to have the vaccine
3	Health authority list checking exercise	From time to time the health authority sends out invites to patients on behalf of the practice inviting them to have a screening appointment. If you do receive a letter, it is important that you act on it. Failure to do so may result in the health authority removing you from the practice list as they will assume that you have moved away.
4	Consult with us on line	Did you know that you can consult with us online? This new service allows patients that are registered with us to get advice or treatment for common ailments from the GP by filling out a simple online questionnaire. Visit www.docklandsmedicalcentre.webgp.com to find out more or ask reception for more details
5	Online appointment booking system and repeat prescription ordering	Did you know that you can book appointments and order repeat medications online? Just pop in to the surgery to register for our online service and you will receive a unique password to access this service. Ask at reception for more details or visit www.patient.co.uk/access
6	Online registration service	New patients can now register with us online. Visit our website www.docklandsmedicalcentre.co.uk for more information about this and our practice
7	Changes to repeat prescription ordering	From 1 st January 2014 patients will no longer be able to order repeat medication over the telephone. This is to reduce the potential for errors. Patients can order their repeat medications in the following ways: <ol style="list-style-type: none"> 1. In person – bring in the right hand side of your prescription with the items that you want ticked. Please allow 2 working days for your prescription to be ready for collection. 2. By post – send us the right hand side of your prescription with the items that you want ticked. Please allow 7 working days for your prescription to be ready for collection. We can post your prescription back to you if you enclose a stamped addressed envelope-please allow 10 working days. 3. Online - register for our online service at reception. Allow 2 working days for your prescription to be ready for collection 4. By fax on 020 7537 0666. Allow 2 working days for your prescription to be ready for collection

		<p>5. Through our website www.docklandsmedicalcentre.co.uk Allow 2 working days for your prescription to be ready for collection</p> <p>6. You may be eligible for the Repeat Dispensing service- ask at your local pharmacy for details.</p>
8	Your health information	<p>Information about you and the care you receive is shared in a secure system by healthcare staff to support your treatment and care. Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. This information helps those planning health services or conducting research to make sure the NHS provides the best possible care for everyone.</p> <p>You have the right to prevent confidential information about you from being shared. Please let us know if you want to restrict your details being shared. There is a leaflet available at reception or on our website at www.docklandsmedicalcentre.co.uk</p>
9	<p>Patient feedback</p> <ol style="list-style-type: none"> 1. Communication to patients 2. Prescription order delayed 	<p>These cases were discussed and they will be investigated and actions taken.</p> <p>We welcome comments, suggestions, and ideas as this helps us to improve our service to you. Ask reception for a form to complete.</p>
9	Patient survey	<p>The practice will be conducting a patient survey soon. This helps us to understand what we are doing right and where we can make improvements. If you receive a questionnaire, please help by completing and returning it to us.</p>
10	AOB	<p>If you want to be part of our patient group, please let a receptionist know and we will add you to our mail out. Look out for dates of our next meeting on our website www.docklandsmedicalcentre.co.uk</p>