

PPG meeting –

Staff updates:

- CK has returned from Sabbatical and CC returned from maternity leave
- Hayley has taken up Junes position offering same health care assistant hours
- New receptionist Philippa

From last meeting:

- Phones – issues with queue system –
Staff have had additional training on phones and reminders of how the phone queue system works and importance of using the break feature when unable to answer called and our phone queue times have reduced even though we have been short staff - which should help the queue system. Main issues seem to come from front desk who can get tied up helping patients so we have put in a time rota for when their phones should be on. Ongoing issues with the phone company and our contract not resolved but still pushing with it.
- Doors – company came out and released the button meaning doors should now automatically open with the button – PPG member reported no touch didn't seem to work – VT will look again
- OATH meeting – no update received to practices – Any update from PPG member? - No update as of yet. PPG member - attending meeting at Ashton Medical Group – will update VT following this.
- Shingles vaccination information updated on website
- Instagram – VT has tried to set up 3 times and screen shot of “something went wrong” – working on it! – Practice will continue to aim to set up.
- Newsletter requests added apart from call back system – will add in next edition.

PCN Updates:

- Social prescriber currently off sick – working to try and find a interim solution
- Advertising for a new advanced clinical practitioner – similar to LL
- PCN website now live – shared on our website and newsletter

AOB:

- Scripts issue –

A GP experienced connectivity issues with smartcard on Thursday 28th meaning some prescriptions did not go electronically as we would expect – on their side it looked like there was no issue as he had logged in using his smartcard which is a usual process. The connection had dropped without his realising during the day meaning the scripts were not received – once the issue had come to light, we were unable to access the printer store of prescriptions as they expire for safety reasons after 24 hours – issue was raised on Tuesday following BH weekend. We have been working through a list of 157 patients who's scripts were signed by this GP and reissuing and getting scripts re-signed when they have not been sent electronically.

Safety nets/Actions taken

Safety net for GPs not having smart card – script signing shared by other GPs

Delay in working through the list due to staff shortages/demand following the BH – has meant some patients have chased their prescription before we have had chance to re-issue .

IT issues – IT ran centrally as is part of the GP contract – issue reported and reassured it has been resolved.

- Electronic prescriptions processed discussed

Prescription requests are received by admin who check for any recalls/monitoring due and to check the due date of the prescription and any notes re early requests. Prescription request then sent to GP/Pharmacist for signing.

- Access for those without mobile access

Discussion point raised regarding what we have in place to help those without mobile access. The practice continues to accept paper prescriptions from those unable to order online. The practice contacts patients on landline or post when texts are unavailable.

- GP attendance to meeting

GP unavailable due to change of meeting time (VT changed from 2nd to 9th due to staffing) – GP will be attending next meeting.

Date of next meeting – 11th June at 10:30