

PATIENT PARTICIPATION MEETING FRIDAY 3RD NOVEMBER

Thank you all for attending our meeting today we appreciate your effort.

Points Raised

Our Web

I mentioned that we are changing our provider for the maintenance of our website as patients had been complaining regarding how difficult it was to use and I found it rather difficult to add the minutes, newsletters etc to it.

I am to inform the group when it launches and in turn, they will let me know their views at our next meeting. I would like to hear from all of you regarding your thoughts on this too.

PATCHS

This enables patients to make phone consultation appointments online. You will find the PATCHS banner on the NHS website and on our website - www.vittoriamedicalcentrewirral.nhs.uk

There are only 23 appointments a week on PATCHS at present but if there is demand we would be increasing this. At present they are not all getting utilised, and I am unable to change them to normal phone consultations or face to face appointments. They are best used for patients who know that their problems can be dealt with over the telephone.

If you require further information regarding this, please telephone us.

Some of the patients in the meeting agreed to try this out.

FLU

We have this year for adults been able to use a texting system that enables patients to book directly into the flu clinics themselves. We have not used this system for child flu as they would be seen in a separate type of clinic slot.

We feel that this has gone well but would welcome your comments please.

TRAINING

The reception team have all undergone training for Patient Care Navigation. Please be patient with the reception team as they may now be asking you a few more questions when you are phoning for an appointment. This is regarding being able to navigate you to a more appropriate service. More services are being made available to patients to help with the increasing demand for appointments.

NHS APP

If you have an email address, please pass it to us and ask for online patient access. You may then be able to use the NHS app and My GP app. We are promoting the NHS app as going forward this will be continually developing. It advises you of all services near to you, you can order repeat prescriptions (any acute or not had for some time would have to be emailed at present). You can see your medical records (please note only free text from 1.11.22 will be seen) results, problems, medical history etc.

ANY OTHER BUSINESS

A patient wanted me to mention that when he ordered a prescription for his mum via his email address that the prescription was produced for him and not his mum. This matter has been brought to the attention of all staff and they have been asked to be careful when doing prescriptions from the email account to ensure that they have the correct patient as it may not always be for the patient that has sent the email. – Thank you

A patient orders his prescription online, but he also has items on acute. In the past when he has written the item in the box because it was not on his repeat, he found that he did not get that item.

He then emailed the acute items but found that he was not always getting the items either. This will be for discussion at the next Whole Staff Meeting.

It was decided in the group today that the next meeting should be in January. I will be in touch with you in December with a date.

Once again thank you so much for your time and thoughts today.

If you would like to become a member of our virtual patient group, please let me have your email address.

