DRS MAJEED SHETTY AND SIMMONS

VITTORIA MEDICAL CENTRE

VITTORIA STREET

PATIENT GROUP MINUTES OF MEETING

Friday 7th June 2024

Points Raised

Web

I asked the patients if any of them had managed to use our web https://www.vittoriamc.co.uk

They have all said that they will have a look and report to me next month. If you go to the appointments, in here will be the NHS app and a link to use the online form to request a consultation which is called PATCHS. You can also view all the minutes of the patient meetings.

I also asked everyone if they could try the NHS app. On here you can find results, referrals, appointments, free text will only be available from Nov 2023. You must request from us to be enabled for patient access for this service.

Phone System

I mentioned that we have had a new phone system installed using cloud. If a patient calls and the lines are busy previously you would have had to put the phone down and try again. This system allows the patient to queue and informs the patient what number they are in the queue. We have already had quite a lot of feedback from patients in favour of the new system.

Check in Screen

A patient brought to the meeting that quite often the patient checking in screen is not working. Also, that we should make patients aware of it being there and exactly where it is. I will investigate this before our next meeting. In the meantime, I have asked reception that they point all patients to the screen. This helps avoid queues at reception.

TV Calling Screen

A patient asked if we could have new adverts placed on our calling screen. I explained that I have tried a number of times, but the software is not working, and I will once again get on to the team to sort this problem out ASAP.

Merging

I was asked by all the patients as to whether we would be merging with any other surgeries as this seems to be happening everywhere. Their worries were based on continuity of care and building relationships with GP's familiar to them.

Appointments

The patient group discussed the policy of one problem per appointment. Their worries are that firstly, that they may have two issues that are connected and so need to be spoken about together ie MSK problems different parts of the body. Also, that a patient may have a problem which they are wary of bringing up so may come to an appointment under the guise of a smaller issue and if told to book another appointment a diagnosis maybe missed.

Meds

There were issues and inconvenience shared by the patient group regarding prescriptions going off site to be processed. In the first instance they have not been informed prior to this happening. Secondly prescriptions can go off site only to come back with an item missing due to a manufacturing problem. The patient then must come back to the GP and ask for a printed prescription to then take to another pharmacy only to find that they also source their meds out. The patient then must take to another pharmacy and so on.

Patients felt that the chemist at Miriam should be open the same hours as the Out of Hours are open. If a patient is seen by the Out of Hours, they then would like to be able to obtain their prescription from next door.

Lung Study

Patients have received text messages for invites to take part in a Lung Study. I explained that I did receive a text and then a letter in the post a week later. I believe it is LHCH that are sending the invites so if you do not receive a link or the link does not work then please phone them directly. This is an excellent opportunity for patients.

Invites and Trials

All the patients expressed their concerns about receiving invites for screening on My GP app and are enquiring whether these are from the NHS or a private company. Presently I am awaiting a reply from the MYGP app administrators.

All of the points above will be discussed within the GP meeting, and I will get back to you at our next meeting which is TBC with any relevant answers.

Practice Manager

Sadly, Janine Howey Practice Manager is leaving at the end of the month after working here for 30 years. We wish her luck in her new position still within the NHS. Karen Hornby is the new Practice Manager starting on 12th of July. You will meet Karen at our next Patient Group Meeting.

Thank you all so much for your input this month and for attending. We really do appreciate your time and trouble.

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