

DRS MAJEED SHETTY AND SIMMONS

VITTORIA MEDICAL CENTRE

VITTORIA STREET

Patient Participation Group

Minutes of Meeting Friday 19th July 2024

Points Raised

Practice Manager – Karen Hornby our new practice manager joined our meeting today. Welcome Karen and best wishes to you in your new post.

Web

I once again have asked patients to try to use our Web – <https://www.vittoriamc.co.uk>

From here you can also access PATCHS which allows you to book GP phone consultations.

You can also access the NHS app from the Web, please can everyone now start using this instead of MYGP app. You can find your prescriptions here and hospital appointments.

This app is continually being updated. It is easy to use.

Check in Screen

In our last meeting it was mentioned that this screen is often not working. I have monitored this since the last meeting and up to now there have been no issues. The girls on reception did mention that if they are changing shifts then the screen does not work during this time, but this will generally only take a few minutes.

Pharmacist

Alex the pharmacist very kindly popped in from next door. He came to explain all the changes that have occurred since being taken over by Well.

The pharmacies over the Wirral are generally understaffed at present. Please be mindful of this when attending the pharmacy.

The pharmacist is also helping the GP's out by taking BP, advising on simple ailments, and flu vaccinations etc.

The chemist has been taken over by Well. 60% of our prescriptions are sent out to Well for them to package and they then send them back to the chemist. The staff at the chemist then are still processing all the prescriptions. Please be aware this does not include weekly or daily prescriptions; they are still processed in the usual manner.

Unfortunately, scripts have come back with items missing due to manufacturing problems etc. Patients are then having to go around and try to find a pharmacy that has this item in stock if their chosen chemist has not. It was suggested that you could possibly try independent chemists or the pharmacy up at Arrowe Park Hospital.

Alex recommends for you to please order your prescriptions from the GP a week in advance.

If you are due to go on holiday, allow the extra time for this also.

Give your pharmacy your mobile number and they then will be able to send you a text when your prescription is ready. Apparently even if there is an item missing you will still receive the text to inform you of the other items ready to collect.

Appointment Slots

Last month patients discussed policy of one problem one appointment. Their worries that there would be times when a patient had two problems that may be connected. If a patient is unsure of whether to make a double or single appointment, please check with reception. If anyone does not wish to discuss the type of problem with a receptionist, they may always say it is personal. Although please be aware that it does help the GP's if they are aware of your problem prior to your appointment. It also helps the receptionist if they have this information as it may be appropriate for you to be seen by a different service. We do thank you for your help with this.

Advertisements on TV

As requested at our last meeting the adverts have been updated.

Flu

We will be starting our flu clinics in October.

