

**DRS MAJEED SHETTY AND SIMMONS
VITTORIA MEDICAL CENTRE
VITTORIA STREET
Patient Participation Group**

Minutes of Meeting Monday 27th January

Points Raised

Ruksana and GPIIP – General Practice Improvement Plan

We have signed up to the General Practice Improvement Plan. This is to audit us and help improve access for patients. It is to help us to become a modern medical practice. Ruksana has been facilitating this with us and she attended the meeting today to explain the programme and her role.

Prescriptions

Part of the plan is to get patients to use the NHS app or to help them do this if they are unable to. Chris has been employed for one day a week to help anybody with this, so please pop in over the next couple of Monday's if you need help as he will be leaving soon. The app makes it easier to order prescriptions, there is also a digital record of what you have ordered, and you can see how the prescription is moving along. The prescriptions go straight through to the GP and bypasses the receptionist thus leaving them more time to complete other needed tasks.

Appointments

Our next step is to look at the GP appointments and try to improve access to patients. We use PATCHS here which can be found on our website under online consultations, this enables the GP to triage and assess whether a phone call or face to face appointment is needed or if the patient would be more appropriate to be sent elsewhere. This saves you waiting in long queues on the phone. It is easy to use and another way to access our services. The PATCHS are set up to meet the patients demand.

Babble Voice

Our new phone system is cloud based. Previously if you phoned and we were engaged you would have to phone back. This new system keeps you in a queue and gives you the option to wait in the queue or to have a call back.

Time Management

The plan is also looking into ways which we can all be more efficient with our workloads thus having more time to help patients.

Please phone the surgery if you would like any help with the PATCHS or NHS App.

We all hope the above make it a little easier for you the patient to access our services

Carers

We did send all patients a text message asking if they were carers so that they could be read coded as such on their medical records. We did have quite a poor response to this. It is important to be coded as a carer as you may be missing out on help, free flu vaccination etc. We also held a Carers day earlier in the year which WIRED and Age UK attended.

