



**Battersea Fields Practice**  
**Patient Group Meeting 12.1.23**  
**6-7pm Shaftesbury Centre**  
**Agenda**

Welcome	6.00pm
Minutes from previous meeting	6.05pm
	6.10pm
Action plan for year	
Development update	6.40pm
Staffing changes - Staff meeting dates	6.50pm
AOB	
Next meetings TBA	
End	7.00pm

## Action Plan 2022-23

Action	By Whom	By When	Completed
Review repeat prescription processes – including how to request a repeat prescription, ensuring prescriptions are not lost, improving communication to patients about hospital initiated prescriptions and streamlining prescriptions so they are not out of sync.	Jenni and Marie	March 2023	October 22
Update the Carers boards including information about Regenerate Rise.	Sara C Elaine	March 2023	Updated monthly – October 22
Update TV screen information to make more visual and current– suggestions include short videos on how to use NHS app and how to access prescriptions	Jenni Sara C	December 2022	September 22
Upgrade phone system	Jenni	October 2022	New system started 4.7.22
Review call in system on TV screen and whether it is possible to change settings for name on screen (for confidentiality, if preferred)	Jenni	October 22	May 22 - Investigated with IT- unable to change settings on call in screen