

Ordsall Health Surgery PPG Meeting

5pm - Wednesday 22nd June 2022

Welcome and Introduction.

Item No:	Item	Actions
1	<p>Minutes from 5th October 2021</p> <p>Matters Arising</p> <p>Prescription issues – Remains an ongoing problem. Healthwatch Survey has also identified a theme relating to prescription problems.</p> <p>Action Brought Forward</p> <p>None</p>	<p>All agreed</p> <p>Regular discussions with K's chemist to resolve matters. Meetings diarised with K's.</p>
2	<p>Friends & Family Feedback:</p> <ul style="list-style-type: none">• Data reviewed for last 3 periods.• All 3 months scored the practice in top 50% of practices results, overall satisfaction of: 92%, 96%, 91%• Acknowledged that it's difficult to gauge the issues when they are often a "one off", and where individual staff are not named.• Patient feedback from all sources ie. F&F, Google, Healthwatch, social media is regularly reviewed from which any themes are identified, and improvement actions to be implemented.	<p>RN & SW are now meeting monthly to review all feedback received</p>

3	<p>Role of the prescriber</p> <ul style="list-style-type: none"> • The was an example reported that a script request had been rejected by a prescriber, but this had not been communicated to the patient. • This is occasionally because a review is required (after the maximum number of repeats had been met), this is tasked by reception to the prescriber. • The patient should have been informed of this, but apparently wasn't in this case. • Still unclear why there are review dates on the paper scripts, as these are often incorrect. Chronic Disease review dates are usually aligned to dates of birth, rather than 12 months since the last review date. 	<p>Rejection communication failure to be reported to Dr Fernandez to take to next Prescriber's meeting</p> <p>Dr Fernandez will address this.</p>
4	<p>Telephone system</p> <ul style="list-style-type: none"> • The greeting message is out of date and no longer valid as it refers to COVID vaccination advice. • There is no prompt given as to where you are in the queue, notably when the request "call-back" option is offered (when >10 callers are waiting) 	<p>Message to be updated with relevant information (SW)</p> <p>Phone provider to be contact to address and remedy this (SW)</p>
5	<p>AOB</p> <ul style="list-style-type: none"> • Smears – Concern has been expressed about the tone and language of the Smear uptake campaign signs, a national initiative. This is recommended to be more positive, rather than promoting a negative message "Don't fear". J had some helpful suggestions – will seek support in the future. • Immunisations – All practices have set themselves challenges to increase the uptake and have been promoting more and running more clinics • Living Well service – J has been frequently working with the service, PCN's have also been contacted to promote this. There is now a Mental Health Practioner now supporting the practice who has close links with the service. 	<p>Feedback to Dr Saxby who managed the project for the practice</p>
10	<p>Date and time of next meeting TBC, but all agreed in September</p>	

