

INHOUSE PHARMACY

Although the Partners were unwilling to pursue an in-house Pharmacy in the current climate, the Practice was looking at online prescription requests and the further expansion of batch prescribing whereby prescriptions can be issued up to a period of 6 months for patients on stable medication.

ACCESS TO APPOINTMENTS

SO announced that the Practice was looking at online booking whereby a % of daily appointments would be set aside for online access. SO highlighted that nurse appointments had been an issue recently (blood tests and dressings in particular) due to the departure of our tissue viability nurse and our senior nurse reducing her working hours. However, additional nurse training and a recently recruited HCA will see an improvement in the situation in the near future. As an aside the SO stated that Abbey Meads Surgery had submitted a request to temporarily suspend the registration of new patients due to severe manning shortages. If approved and combined with two ongoing housing developments in the local area could result in increased pressure for appointments.

NHS CHOICES

SO informed PPG members that unfortunately the only patient comments on NHS Choices were negative. It was suggested that a compliments book or slips could be available to encourage patients to post positive comments.

SO

ITEM 2 - ANY OTHER BUSINESS

EXTERNAL NOTICE BOARD

It was highlighted that the outside notice board was not up to date (Dr Milsom not listed) and needed cleaning.

SO

DUTY DOCTOR WAITING TIME

A PPG member had stated that another patient had complained about the time he had waited to be seen by the Duty Doctor because other patients also had the same appointment time (12 noon). SO explained that our GPs routinely finish their morning surgery at 12 noon and if there are a number of emergency patients waiting to be seen by each GP then several patients will have the same appointment time but for different doctors.

DNA's

