

Wickham Market Medical Centre Patient Group Meeting

Wednesday 11th March 2008 at 12.00pm

Present:

Practice representatives: Jane Wallace
Jayne Casey
Daphne Carruthers

Patient Representatives: Malcolm Salter
Pam Johnson
Jane Pollock
Colin MacDonald

Apologies: Margaret Holland
Gerald Miller
Bryan Hall

ACTION

1. Urgent Any Other Business

None.

2. Minutes of the last meeting

All agreed with the minutes from the last meeting on December 5th 2007.

JC

3. Matters Arising

4. Dispensary Overview – Daphne Carruthers

DC gave the group an overview of how the process works regarding repeat prescriptions which you can request by letter, email or via the website. DC confirmed the process means a two working day turnaround from request to the prescription being ready. DC informed the group of the number of unused drugs which are often returned and their value. The group agreed that there should be a piece in the next newsletter to ensure patients are aware that where possible they should avoid “stock piling” drugs as this is a huge cost to the NHS.

JC

5 Patient Access

JW informed the group of the change in opening times from 1st April 2008. The change will mean we are open for booking appointments etc from 8am – 6.30pm at Wickham Market which is an earlier opening time. The first available appointment remains at 8.30am. JW confirmed that further extended opening hours are currently discussed.

JW

Patient Issues

6 Treatment Room

JW informed the group that the proposed works have gone out to tender and should be completed this summer. There will be provision made while the treatment room is being re-fitted by using other rooms and Patients will be informed well in advance.

Staff Changes

JW gave an overview of staff changes which included:

Dawn Smith receptionist appointed as new summariser. Erin Sparrow & Tracey Childs joined the reception team in Jan & March respectively. One more vacancy in reception to be advertised due to receptionist leaving to have a baby.

Diabetic Nurse

JW confirmed that Pauline Naidu is the nurse with responsibility for Diabetic checks etc.

Postage Error

JW informed the group of an error in which approx 8 letters went out to Patients without stamps on. JW confirmed that any patient which has received mail from us without postage will be re-imbursed any costs to them.

7 Preventative Medicine

MS raised the question to JW of whether at Wickham Market we provide a “well man/well woman” annual check for patients over age 40. JW informed the group that although there isn’t specific time slots for this type of appointment patients can request this type of check up and make appointments as appropriate.

JC

The group felt that patients should be educated in matters such as the use of anti-biotics. It was agreed that such information should be included in the Patient Newsletter.

8 Health Education

Deferred until the next meeting.

Nurse to be invited.

9 Website/Practice Leaflet

JW invited the group to put forward any suggestions.

JW/JC

MS- Information re the well woman and well man appointments.

Information re the use of antibiotics.

Telephone appointments with the Dr’s/Nurses.

10 Dispensing Area

JW informed the group that the PCT are changing the classification of Melton to Rural. This affects around 400 of our Patients who will no longer be able to obtain their medication from the Dispensary at the surgery. Dr K Jones has written to the PCT on behalf of the surgery appealing against this decision.

11 Update – DHG

JW informed the group that the 6 practises within the group are still working closely on a number of projects. The Group is currently working on reducing admissions for the over 75’s and providing an ultrasound service within the community.

12 Spring Newsletter

Agreed that DC to draft a piece about drug wastage.

Health Education to include a piece about 'Get Well Soon' - Without Antibiotics

DC/JC

Patient Access

13 Date of next meeting to be agreed.- June 2008