

Patient Participation Group Meeting – 03.06.2019

Test Results:

RE went through the changes and process of test results management within the practice.

RE gave an overview of the current and proposed list of test result responses. RE informed that that this list had been amended to not cause any alarm to patients when reception are informing them of test results.

PPG members gave a positive response to the proposed changes.

Practice updates:

- Apprentice HCA - Vicky doing really well in this post, working well towards apprentice very positive move for the practice.
- Suzanne – HCA now back from maternity leave.
- Further capacity increased now for HCA – Practice looking at INR dedicated clinics.

Positive feedback received about dedicated INR clinics as suggested.

Pharmacist is being trailed at Humberview and they are not on site they access records and look at the changes that may be required with regards to medications.

Some issues occurred with regards to medications that sometimes are not able to be on an electronic prescribing. RE informed of work carried out regarding repeat prescribing – leaflet to be developed.

Physicians Associate – RE attended an interview with NAVIGO position has been offered to the candidate to be working across practice level and with NAVIGO, awaiting response to post.

Partnership – RE informed that Dr Hobbes has now retired and that Dr Prentice has now become a partner in the practice.

Extended Access:

Still ongoing across federation , not always utilised but practice hoping to make improvements to attendance for this.

QOF:

RE gave update on QOF work results:

CV – 98.7%

HV – 98.8%

Contract Changes:

2019/20

- NHS app
- Primary Care Network – same principal as the federation but a more formal agreement.
- Changes to QOF
- NHS 111 – Direct bookings
- 25% minimum of appointments available online.

2020/21:

Plans for the NHS year programme are as follows:

- Web/Video consultations by 2020.
- Patient to have full access to medical records by 2020
- Fax machines phased out by April 2020
- Digitalisation of medical records

NHS App:

RE played a video to inform patients of the new NHS app; which allows patient's access to their medical records online. You can use this to book appointments, order prescriptions, and offers additional e.g. NHS symptom checker.