

Notes of the PPG Meeting on 3rd Sept 2014
Queensbridge Group Practice

The practice is very grateful for the contributions from the Patient Group. There will be many changes and developments in General Practice over the next year, and it is important that we get your input into how we handle them.

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| The group reviewed the Mar 2014 Action Plan, plus issues raised by patients since the last meeting | |
| Patients being seen later than their appointment time | Agreed that we should put signs up asking patients to check where they were in the queue after 20 minutes (meeting agreed 15, we will start with 20). Discussed by the practice, we feel we have to do more to communicate delays to patients. |
| Who can use the morning telephone appointments system ? | <p>Many people in the patient group thought that they could only use the morning telephone appointment system if they were very unwell – this was mainly because of the way the practice communicated the system</p> <p>In fact, the system is a Same Day Appointments system, for use by patients who wish to see a doctor about an on-going problem, as well as those with acute illness.</p> <p>The practice will put up posters to explain this, and ensure reception staff are clear when explaining options to patients.</p> |
| Ordering prescriptions online | <p>After a discussion, it was clear that the practice did not know what screens the patients saw when patients used the online system.</p> <p>Since the meeting, the practice has logged in using a dummy patient, and will amend its procedures from mid-October once training is complete</p> |
| ePrescribing - prescriptions are sent electronically to the pharmacy chosen by the patient – patients can still have paper prescriptions if they prefer | Following a positive response from the group, the practice will start offering ePrescriptions from the beginning of November. We will ask members of the group to help us test the system in late October – once prescriptions are digitally signed by the GP, the pharmacist can download them immediately |
| Viewing your medical record – Patients will need to use a secure login and password to use the system, and they can only see their own medical records. | We will also start offering patients the opportunity to view their medical records from their computer. Again, we would ask members of the group to help us test the system. Note that records are NOT uploaded to the internet – patients are viewing a version of the medical record used by us. |
| New phone system | The practice intends to have a new phone system by the end of this year. The system will tell patients where they are in the queue, and explain services offered by the practice |
| What should patients do to get medical help when the practice is closed ? | More info needs to be provided |
| Information about doctor training and the survey results | Now displayed in the practice |
| Improve health promotion information | We need to improve use of the new Web Media system |