

HANDSWORTH MEDICAL PRACTICE

Minutes of Meeting

Ref No: Minutes Taken By: C. Harrison.....

Date & Time: 19 September 2012..... Venue: Handsworth Medical Practice.....

Purpose of Meeting: Patient Participation Group.....

Attendees: NH, DC, CJ, JA, VR, NB, DW..... Apologies For: ARS, DC, GD, VH, CK.....

CFI:

Item	Note	Action	Deadline
1	NH opened the meeting by explaining that it was now time to start working on the next survey. She asked if anybody had any suggestions for the survey.		
2	The meeting then when on to discuss the prospect of a new build and what buildings may be available to adapt for a new practice.		
3	NH asked what people thought of the touchscreens for booking in for appointments. DC stated he thought they were a good idea because they have cut down on queuing but the screen in the basement reception was very hard to see when the sun is shining. NH to look in to this.	NH	ASAP
4	NH informed the meeting that we had now got a mobile phone for people to text to cancel their appointments. This seems to be working well at the moment.		
5	DC asked why he sometimes couldn't order repeat prescriptions on line. NH explained that so many times a year a patients repeat prescriptions need to be reauthorized and this prevents a script being ordered, but a message can be put on screen to request prescription and this will be picked up by the Receptionists.	NH	ASAP
5	It was asked why Nurses appointments couldn't be booked on-line and NH explained that because not all the Nurses and HCA do all the same clinics, that it would cause a lot of problems and probably waste time for both patient sand staff.		
6	DC asked about the flu jab, NH explained that we had different criteria to follow this year as not everyone is entitled to a free jab. She explained that everyone over the age of 65, pregnant ladies and people who suffer with some chronic diseases are eligible for the free jab. She did explain that if people who are not entitled to a free jab can go to the local pharmacy but they would have to pay for it.		
7	DW said the thinks using Facebook and Twitter to get certain messages out in to the community would be of benefit. NH/CH to look in to facebook and twitter.	NH/CH	ASAP
8	The meeting finished at 7.30pm		