

TRINITY RIVERSIDE PRACTICE

PATIENT INVOLVEMENT GROUP MINUTES, 17TH APRIL 2012

Present:

Hazel Purvis, Carol Craggs, Emma Kitching, Kelly Summerly, Sue Barnes
Robert Black, Peter Bennetts, June Talbot and Neil Brown

Apologies:

Dr Ruth Jenkinson and Joyce Robinson

1. Minutes of last meeting/Matters arising

Following the last meeting Hazel handed out our new website address and asked the members if they would have a look and make any comments or suggestions.

2. Patient Survey Results

Hazel handed out the results of the practice survey carried out in March regarding receptionists. Out of 50 patients surveyed 98% of patients were satisfied with receptionists and 98% of patients were satisfied overall with their GP surgery. A few comments were discussed and no actions need to be taken. All members agreed that the receptionists are very helpful, polite and friendly. It was decided to carry out our next survey about practice nurses. The group discussed how to get a fair survey and it was decided to complete 40 in the surgery and 10 by post.

3. Summary Care Record

Carol gave an outline on the new summary care record and explained information goes onto the national spine, but at the moment it is just medication and allergies. It was explained that only clinicians have access to this information. Carol mentioned that there will be a 'Healthspace website' available in the future where patients can look at their own record. **Addendum – Website is now up and running, address is www.healthspace.co.uk**

4. Emis Access

Carol talked about a new system Trinity Riverside are implementing in the very near future called Emis Access. This is a system where patients can book an appointment, order medication, order sick notes or change address on line. This will be a simple process of registering with photo ID for security reasons, under 16 year old need parents to register. Full instructions are given on point of registering. Members agreed this was a good idea, saving patients from coming down or phoning the surgery. Neil agreed to register first and be our test patient. Hazel to contact Neil as soon as it is up and running to register

5. Any other business

a) Peter pointed out that all the new technology and moving forward was good but this puts pressure on disabled patients and patients with visual impairments. He expressed his concern that nothing can replace the personal touch. It was agreed by everyone that no matter how much technology we use it will never take over the personal touch. Carol mentioned that at her surgery they have 6000 patients but only approximately 300 have signed up for on line booking. This proves that patients still

like to come to the surgery. It was also mentioned that when technology breaks down we always go back to pen and paper.

b) Neil asked if we ever had a reply from the PCT to ask about water machines. Hazel did receive a reply that we are not allowed them now and water taps have been installed. Patients are not allowed to use these. After some discussion the members thought that we could at least have one or two machines, especially around phlebotomy area where patients have to fast before having bloods taken. Hazel agreed to ring the PCT and make another request.

Date of next meeting 24th July 2012