**Meeting of the Patient Representative Group**

**Thursday 21st August 2014**

The meeting welcomed one new member to the group.

**Unplanned admissions**

We are presently working with patients who are at risk of unplanned admissions. All patients who fall in this group have a named GP and a care plan identifying a care co-ordinator. There is lots of work going on with the CCG behind the scenes to develop an integrated care team that will help to support these patients as well as patients not on the register. There is a lot of demand on the NHS to improve the service but it is difficult to achieve positive results.

**Appointment system**

The appointment system has now been changed – telephone triage became unmanageable and had a mixed response from patients. New system has a mix of appointments – on the day – 48 hour – book on-line – late night – 14 days in advance. There has been good feedback so far. An appointment survey has been added to the website and is available in surgery for completion so we can get feedback, comments and suggestions.

**Over 75s**

All patients over 75 have been sent a letter stating a named GP. Patients falling in this group may have a health check with the nurses.

**CQC**

From October we will be given a rating following inspection.

**GP Changes**

PRG informed of change in GPs Drs Gillespie and Shaid have now left and Drs Outterside and Patel have joined the practice.

**Telephone System**

Telephone system was discussed, we are in discussions with telephone companies at the moment to find the best system to suit out needs. The new system will be in place by the end of the year.

**On line services discussed**

Presently repeat prescriptions may be ordered and appointments may be booked on line. Our surgery will soon be offering a service which allows patients to view records using a personal computer and the internet. Before patients can begin using the Online Electronic Record (HER) viewing the system patients are required to register and consent to use the system. Before you sign the consent form it is necessary to understand what the system does, what your responsibilities are and how your data is stored. Any data held by the practice concerning patients is subject to the regulations laid down in the Data Protection Ace (1198). The consent is between patients and the surgery.

**NHS Choices**

NHS Choices website was discussed. Health information and useful links to services can be found on here, some members of the group unaware. In addition patients may leave compliments and suggestions regarding our service. The website will be highlighted in the newsletter.

**Electronic Prescription Service**

The Electronic Prescription Service is an NHS service which gives patients the chance to change how GPs send prescriptions to the place you choose to get your prescriptions from.

What this means for the patients:

If you collect your repeat prescriptions from your GP you will not have to visit tour GP to pick up your paper prescription. Instead your GP will send it electronically to the place you choose saving you time.

All patients will be encouraged to register with the pharmacy of their choice before our “Go Live” date of 4th November.