**Minutes of the Patient Group**

**Wednesday 18th September 2019**

**Present**: Carol, Martin, Barbara, Irene, Steven, Linda, Sandra, Stefan, Carl and Navin.

**Staff changes**

Sandra informed the group that after 50 years in GP Practice, Dr Silvert is retiring. His last working day at Stonehill Medical Centre is Thursday 26th September. The group asked that on their behalf Dr Silvert is thanked for his hard work and commitment.

**Flu Vaccination Clinic**

Saturday 26th October 8 am to 12 noon. Walk in clinic for all those in an at risk group. Help would be appreciated from any of the group on the day to guide patients to the rooms and distribute patient surveys. A draft survey will be sent to the group ahead of time for their comments and input. Results of the 2019 survey have previously been e mailed to the group with comments and actions. The group highlighted that flu vaccines were being offered at pharmacies for no charge but wondered if these were the same as the ones given by the surgery for the different age groups and suggested that we may wish to advertise this.

**Extended Hours and The Hub**

* All updated on the sites that provide GP and Practice Nurse Out of Hours Care.
* Appointments are available :
* 9am – 1 pm, Saturdays , Sundays and Bank Holidays
* 6.30pm – 9.30 pm Monday to Friday
* **Appointments may be booked via the surgery only**

**Appointments are available to book at the following Hubs:**

* Urgent treatment Centre – RBH
* Winifred Kettle Centre, Westhoughton, Bolton
* Waters Meeting, Waters Meeting Road, Bolton

**Procedures that may be carried out:**

* Asthma check for adults and children
* Diabetes review
* Hypertension/CHD/Stroke reviews
* Cervical smear tests
* Vaginal swabs
* Pill checks
* Phlebotomy – patient to bring own blood form
* B12/Zoladex/Prostap/Depot injections – (patient must bring the injection to their appointment) non-refrigerated items.
* Health Care Assistant appointments
* Health Checks for over 40s
* Bloods – patient to bring own blood form
* BP/Height/Weight
* Carers Reviews
* Learning Disability Reviews

**Processing prescriptions**

Prescription processing time is being moved from 24 to 48 hours. This is to allow for the increasing numbers of medication reviews needed and review of associated blood tests.

The group highlighted that as the pharmacies also have processing time, this makes the collection of a prescription quite lengthy; things are not as streamlined as they might be. The group suggested that it may be helpful to be able to order their prescriptions earlier from the GP to allow for the pharmacies processing time. **To be discussed**.

**Donor Register**

In Spring 2020 the law around organ donations is changing. To find out about choices, including how to opt out visit organdonation.nhs.uk or call 0300 303 2094.

**On line services**

Discussed. Appointments and medication requests may be made via an on line app on the website. Records may be viewed on line via the website (ID and proof of address need to be provided), A secure log in and password will be given. The group were advised to contact the surgery if they have any difficulties in logging on and we will endeavour to help.

**Telephone system**

The current telephone system is being reviewed in order for us to handle calls more efficiently.

All present were thanked for their attendance and the meeting closed at 14:50 pm.