

WOODVIEW MEDICAL PRACTICE

Patient participation Group Meeting Minutes

Time - Monday 24th June 2019 - 3.00pm – 4.00pm

Venue – Woodview Medical Practice Cockfield

Present:

Neville Singleton (Chair)	Brenda Singleton
Malcolm Bainbridge	Peter Wood
Dr Dilys Waller GP	Dr Anne Neville GP
April Futter Practice Manager	Ernie Malt
Carole parker	

Apologies Malcolm Bainbridge

Guest Racheal Berry

The meeting was opened at 3.00pm by Mr. N. Singleton (Chairman) who welcomed our new member Carole

1. Matters Arising & Declaration of Interest

None and minutes accepted as correct

It was agreed by everyone that on this occasion the agenda could be changed as several items will be covered within the same discussion

2-3 Repeat Prescription Ordering Scheme

A talk was given outlining the changes to the system – pharmacies will no longer be able to order medicines on your behalf these will have to be ordered directly from your GP practice, but they will then be picked up from the pharmacy. This new system will not affect those people who order directly from the GP practice. It is worth mentioning that repeat prescriptions should be ordered when you have 7 days of medication left to allow time for the process to work and not left to the last minute. On line ordering is being looked at in our surgery for those wishing to follow that route.

It is a much safer system and will allow your doctor to monitor medication taken and change as necessary. This in turn will reduce the build up of unused medication resulting in a saving which can be used elsewhere. There will still be cases of `3rd party` ordering where the circumstances prevent the patient from doing so themselves.

Changes are happening in September 2019 and everyone will receive notification of the changes through the post.

There is also a new way of getting your medication – the EPS service which will give you the chance to select the place you wish to get your medication from. Further information can be found at www.hscic.gov.uk/epspatients where you will be able to decide if this service is right for you. If you do not have a computer your pharmacy or GP can provide more info

4. E Consultations

This is a new system and will be available from 17th July on the web site and will be useful for those people who are busy. The GP will still look at the on line form in which a series of questions are asked to determine the problem. These consultations will go on your medical notes so it is still recorded and available for your GP to refer to. An e mail response to your enquiry is available but it is one way so cannot be answered. The response given will in most cases be the following day. It will save time on the occasions when the advice needed is in response to a query which in most cases does not need an appointment and frees up this time for those needing to see the doctor.

5 IAPT

A talk was given on the changes it can still be accessed but not in the surgery. This is a self help and talking therapies service designed to help those in County Durham who have common mental health problems and are over the age of 16 years. A range of therapies are available and self referral is available via the web site or by speaking to your doctor who can also refer

6, 7, 8 Extended hours & Primary Care Network

Extra hours are being made available for those who cannot come to the surgery during the day for whatever reason. There will be 6 hours at weekends to be booked through the GP and taking place in Bishop Auckland. It must be noted that this service is not walk in and can only be accessed through your GP or NHS111. There will also be an enhanced service for those who are frail or housebound.

These decisions have been made after a 12 week public consultation and were approved at a meeting of the CCG governing body. These changes will take place in September and October of this year.

9. Evenwood Surgery

The CCG have approved the closure of the surgery on a Friday afternoon from the 1st September and posters and patient leaflets have been produced and info is on the web site. This will free up a valuable resource which can be used at Cockfield where the surgery is busy and will also result in extra appointments. No other surgery times at Evenwood are affected by this and they will continue as normal

A. O. B.

The question of the proposed new housing development at Staindrop was raised – could our practice cope with the extra patients this would bring and yes we can cope

The earing clinic at Bishop Auckland hospital is changing in December. Those who use the walk in service for batteries will need to check what they will need to do after that time.

NHS App

The app can be used for a range of things It can be used anywhere which will be useful for busy people. New features will be added to it as time progresses. It is also important to stress that it will not replace the service provided by your practice and those who prefer to do so still can

The Chairman closed the meeting at 4.15pm.

The next meeting to be arranged at a date later in the year.

Anyone with anything for the agenda please contact April.

