

28.02.2018

Hi ALL,

Thanks for letting me know your availability. I thought I would give you an update even if you are unable to get involved in the patient group at the moment.

We had a small meet yesterday with Serena, the practice manager. Yvonne Peel was also able to attend.

Very briefly

We decided to hold meetings every 3 to 4 months and we set the next one for a Monday evening at 6:30 and that will be early June - I will get back to you closer to the time. The following meets will be daytime and a Monday at 8pm when the surgery is open late.

The surgery has a couple of issues they would like us to look at ...

- Non attendance of appointments (DNAs). This is a big problem and unfair to all patients. Serena is going to update the actual figures displayed in the waiting room. Patients currently receive 2 letters and are banned from making an appointment for a week unless it is an absolute emergency or legal obligation e.g. children.
- Patients are finding it difficult to understand that it is not a surgery decision to not prescribe "over the counter" medicines e.g. cold, vitamins. These are often cheaper than a prescription. Our surgery is good as it does prescribe when it is a dosset box prescription. The 20 to 40 age group seem to object the most.

With this in mind and to collect other issues we decided to do informal chats with waiting patients at the surgery a couple of mornings a week for an hour or two max. We will ask them whether they have ever DNA, how they felt about the surgery reaction, how they feel about DNA, are they aware of cost and impact on other patients and what ideas they have to reduce the numbers. Also have they any feedback for the surgery and if they have any ideas for improvement.

We also thought we would start a Patient Group Questions & Answers book for the waiting room and also post them on the surgery website (via Serena). We could cover the most frequently asked questions at first and slowly add new ones as they come up. Patients could also ask questions via the book which we could up to date. We could cover the medicines issues here.

Half of our surgeries appointments are book on the day and are meant for emergencies not routine. These can be accessed on-line & auto telephone from 7:30 otherwise it is

8:30 via reception. There are both morning & afternoon appointments available at this time.

If you would like to get involved in the patient waiting room chats or have any issues that people frequently ask you so we can include them in our Q&A book please let us know. We need all the help we can get.