**Bewicke Medical Centre**

**Patient Group**

**Notes of the Meeting held on 24.04.2019**

**Present:**

Mrs Audrey Miller

Mrs Elaine Henderson

Miss Charlotte West

**Apologises for absence:**

Mrs Catherine Reid

Mrs Barbara Atkinson

Mrs Jackie Lincoln

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| **Agenda Item** | **Discussion** | **Action** |
| **Update on Digitalisation of patient records**  **Prescribing Of Over the counter medicine is changing**  **New GP**  **New Data Co-ordinator**  **Decorating of the surgery.**  **Any other business** | The Bewicke Medical Centre is one of the last practices in the locality to have their medical notes digitalised. In the next 2 weeks these will be uploaded to the patients current medical notes, following this checks will be carried out to ensure all the patients paper notes are showing on their electronic medical record. Elaine explained that this was a big piece of work for the practice as it will also involve some additional audit work to be carried out in house.  The practice also has new software in place called eMR medi2data which will be used if a patient requests access to their medical notes. The new process will mean that the practice will no longer provide patients with paper copies they will be all sent securely electronically.    Elaine – explained that there are new exceptions to the new prescription rules. Patients may still be prescribed a medicine for treatment for a long-term condition or if the medicine has a licence which doesn’t allow the product to be sold over the counter to certain groups of patients. The GP, nurse or pharmacist will not generally give patients a prescription for over the counter medicines for a range of minor health concerns. Elaine advised that the NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy, supermarket, such as paracetamol. By reducing the amount the NHS spends on over the counter medicines, they can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.  Elaine explained that since the new prescribing rules have been brought into place we have seen an impact on the reduction for the need for appointments and requests through the prescription line. Patients are being directed to the pharmacy and are only coming back to the practice if their condition does not improve after a week or so.  Charlotte advised that Dr Thompson has left the surgery however we now have a new GP Dr U Kodali. Dr Kodali specialises in Gynae , coil fits, implants etc.  Emma one of the receptionist has been appointed a new role of Data Co-ordinator, she will be responsible for managing the Quality Outcome Framework for the practice. This involves all of the recall process for management of Chronic Diseases, such as Heart, Diabetes ensuring that the patients come for their annual reviews and ensuring patient care is a priority.  The surgery reception area will be painted over the May bank holiday weekend. Elaine explained that it was long overdue the waiting room needed a facelift. The rest of the surgery will be painted during the coming months.  Audrey Miller asked if the hold message could be looked at with the option of delaying how many times it is being said as it can be frustrating. Elaine explained that this is something we are going to be looking at with the view of having more information available made to patients whilst they are waiting to get through.  Charlotte went on to discuss relaunching of the patient group, we are looking to broaden the ages, sex and have a more diverse group as part of the PPG. The next meeting will take place early evening in an attempt to attract more people that are unable to attend during the day.  The next meeting date will be 31st July 2019 at 17.30pm. | **Elaine to look in to message options by end of August 2019** |
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