

# **Minutes of Bethesda Patient Reference Group Meeting**

**10 April 2013**

**Held at Darwin Court**

**Apologies:** 5 members

**Present:** 5 members, Sue Clarke, Rachael Cousins,

## **Appointments**

xxxx said that residents of Darwin Court had called to make appointments and were finding themselves at number 10 in the queue so had been putting down the telephone, redialling and getting the same thing. xxxx said she had a similar experience but she didn't hang up and found that the queue went down rapidly from 10 to being answered if you hang on.

xxxx said that we were lucky in the fact that the surgery number is a local number as some surgeries still have premium rate phone numbers. Rachael said that these were being phased out as surgeries are no longer permitted to sign up to these contracts.

Members have had feedback from other people about the new 111 Service. xxxx asked what this was and Rachael explained. The 111 Service is still in its trial stages but when a patient calls the Out of Hours Service it now transfers to NHS 111 who will then triage the call and decide whether the patient needs to be seen by the Out of Hours Service, go to A&E, be seen by their own GP the following day, speak to a Pharmacist etc. The service will eventually replace NHS Direct.

## **Prescriptions**

xxxx said that she had changed Pharmacy from Northdown to Woolls due to them not having stocks of medication when she needs it and they were also muddling her scripts up.

xxxx said that he was aware that there had been problems with some pharmacies obtaining some antibiotics and other medicines. xxxx and xxxx both said that Woolls are very good if they don't have an item in stock, as they will ring round other pharmacies to see if they have stock and if they do need to order an item it is normally there the next day. xxxx also mentioned that Woolls offer a free service for patients to have regular daily medication put into Dossett boxes to help them make sure they are taking the right

medication. xxxx has told members of The Macular Degeneration Group about this and they have found this service very helpful.

### **Czech/Slovak/Romma Community**

xxxx, xxxx and Sue attended a meeting on 6 March with xxxx a Polish Ambassador from West Kent and xxxx from St Paul's Community Centre to try to find ways of helping the Czech/Slovak and Romma Communities understand how to book appointments at the Surgery and how to use the services available to them in the correct way. xxxxx explained that in their home countries Medical Centres are run by Nurses and GPs only work at the hospitals, so when they need a GP here then quite often they will call an ambulance or got to A&E as they think they won't be seen by a GP at the surgery. xxxx said that xxxx had been very helpful and has put a lot of advice up on the Noticeboards in the Centre. xxxx has also offered to translate medical problems and words from English into Czech/Slovak to help with consultations at the surgery. Further to the meeting xxxx has tried to find a volunteer from the Czech /Slovak Community to communicate the correct use of Health Services to others and to attend PWG Meetings but has been unsuccessful.

xxxx and xxxx also attended a Czech Open afternoon on 8 April at St Paul's but this was mainly a song and dance afternoon so was not the right forum to speak to them about use of GP Surgeries. xxxx has also spoken to xxxx who runs the Community Centre about the AAA Project .The AAA project includes Dr Heather Scott from Bethesda, The Police and Fire Brigade and they have been visiting roads in Cliftonville to assess that people are living in healthy and safe circumstances. xxxx asked if it was possible to get some feedback from Dr Scott as to where they have visited and how the project is going .*Action:* Rachael to speak to Heather.

xxxx said that a Neighbourhood meeting is being held on 22 April at Holy Trinity and he would try to attend and feedback to the group at the next Meeting.

### **AOB**

Rachael told the group that there are now glass partitions on the Reception desk and the upstairs hatch for the staffs' safety.

Rachael advised the group that the surgery would be changing their clinical system on 10<sup>th</sup> May .There are notices up in the surgery, on the website and in Woolls pharmacy advising patients of this and requesting that they put in prescription requests a week earlier. The surgery will only be offering emergency appointments during the 2 week changeover period as a back up tape needs to be taken of all the data on the current system .All consultations made after the back up has been taken will need to be

transferred to the new system manually hence the reason for emergency only appointments.

xxxx asked for some notices for Darwin Courts Notice board to advise residents of the change .*Action*: Sue to arrange.

The group asked if there were any updates from the CCG and Rachael advised that all the Enhanced Services would be continuing at present.

Rachael asked the group if there were any guest speakers they would like at the Meetings .It was suggested Allan Stibbs (CCG) Heather or Mark (Woolfs pharmacy ) xxxx (St Paul's Community Centre ) *Action*: Sue to arrange if these people are able to attend

xxxx gave out some leaflets from the Macular Society for the GP's to give to patients.

The next meeting date was set for Wednesday 24 July 2013 at 10.30am at Darwin Court .*Action*: xxxx to book the room

### **Mission Statement**

**“Good Communication “**