

# Minutes of Trinity Street Patient Forum Meeting

**Tuesday 25<sup>th</sup> April 2017**

Present: Andrew Wenley, Jo Vincent, Sally Wortley, Wilson Lau, Mike Coates, Brian Earley, Anita Glanfield, Helen Simper, Karen Bell, Zoe Barber, Nicole Martin, Krista Griffin

Absent: Rachael Nixon, Jackie Carroll

Minutes for previous meeting accepted.

Brian Earley and Andrew Wenley visited Hurns Pharmacy on Unthank Road to speak to proprietor Chris Ball, on January 25th 2017. The purpose of the meeting was to discuss any problems arising under the electronic prescription service and any other issues regarding the relationship between the surgery and Hurn's. The meeting was very useful and it was agreed that there were a few hiccups regarding duplicate prescriptions but that generally the system works well. There were no other major issues brought up but we agreed it would be useful to have further meetings as and when required.

Hella Simper said that she would like to increase the use of online passwords and asked for ideas on how best to do this.

Sally Wortley queried how easy it was requesting repeat prescriptions online. HS said shouldn't be a problem, staff will issue and doctors sign off.

Updates from GP's: Wilson Lau is currently working at the practice as a trainee and Jo Bruce will be starting as a new Advanced Nurse Practitioner. Zoe Barber will be doing more sessions each week to cover for Dr George who will no longer be available on Wednesday afternoons.

Re the forthcoming Conference in June which BE will be attending, Mike Coates asked if BE could find out the national view on the current shortage of GP's which has been highlighted in the national/local media recently. HS asked that patients' questionnaires re preplan/preloading (?) and patients involvement in their cases be brought up at the Conference. Is it working? Is it causing more work?

BE mentioned article he'd read in the Economist regarding Telemedicine and thought it might prove very useful in the future.

SW asked if patients can ask for double appointments if required. HS confirmed these are available.

MC asked about DNAR (do not attempt to resuscitate) and how it works if somebody is far away from their normal residence. ZB confirmed that it stays with the person and they need to tell family. Out of hours service and ambulance service should be aware.

SW asked about receiving texts to confirm an appointment and said the procedure was rather confusing and could it be made easier? HS said the current IT person was leaving but she will look into the problem and report back at the next meeting.

Next meeting agreed as June 27th 2017 at 12 midday.