

PPG minutes 23rd June 2022

Red = actions to take

Black = issues raised

General:

Want to know info about how the health centre works, e.g. who owns it.

Ewan to look up website stats – how many people use website?

Ewan to find out how many patients actively use the health centre out of the 10k

PPG meetings:

Need more notice for the meeting. Some people only got texts coming through on 20th June. MJOG not working properly?

Ewan to look into problem on MJOG.

It would be helpful to be notified about next PPG meeting 2-3 weeks before.

Attach minutes from previous meeting to text invite.

Set date for next meeting – Thursday 22nd September?

Appointments:

It's helpful being told what place in the queue you are when you call for an appointment.

Still have to wait a long time on the phone to speak to receptionist. One person said she called up at 8am on 7th June, was on hold for 68 mins, then when she did speak to receptionist, was told there weren't any appointments left that day. This wouldn't be great for someone who needs to see a doctor quickly

Reception staff are lovely when you do talk to them.

Bristol Older People's Forum did a survey about patients' access to appts.

Get in touch with BOPF

One person would like the email address of staff member to contact if can't get an appointment.

Some people didn't know about eConsult or what it does even though they're familiar with our website.

Wouldn't have occurred to them to book appointments in treatment room online.

Make eConsults clearer on website/give more information.

Prescriptions:

Two people said they found ordering prescriptions easy because they ask their local chemist to request them.

One person mentioned their different medications arrive randomly/sporadically and would like to be more regular. Jenny advised they can synchronise prescriptions.

Some patients for a long time hadn't realised there was a consulting pharmacist. Wanted to know how best to request medication – if it was fine to use either NHS app or Patient access. Wanted to know if there was a different process for different kinds of medication.

They commented attending PPGs is a good way of finding out how things work.

Make information about how to order prescriptions more prominent on website.

Set up groups explaining how it works for non-computer literate people?

Put up info about ordering prescriptions in waiting room on notice boards and screens.

Would be helpful to get people more digitally literate – more signposting to computer courses.

Groups:

Groups that would be helpful include gentle, chair-based exercise for people with e.g. arthritis or recovering from operations; healthy eating group; Tai chi.

Find out what Wellspring are doing in terms of exercise groups

Sam to get in touch with key leaders of patient groups