

**ELLIOTT STREET SURGERY**  
**DR S. T. H. SHAH**  
**BSc, MBBS, MRCP, DFFP,PGCert.GPE**  
**145 ELLIOTT STREET**  
**TYLDESLEY**  
**MANCHESTER**  
**M29 8FL**

Patient Participation Group (PPG)  
Elliott Street Surgery  
19<sup>th</sup> November 2015

Attendees: Mrs (GH)  
Mrs (JH)  
Mrs(MH)  
Mrs (JR)  
Dr I Wilkinson  
Sr Yvonne Jordan  
Mrs P Coupe  
Mrs S Macafee

Apologies: Mrs (SC)  
Mrs (SR)

Welcome to all and thanks for attending.

Welcome	Welcome to new group member JR. Introductions made.
EPS	<p>The Electronic Prescription Service became available on the 05/11/2015. PC iterated to the group that the way in which patient's order their prescriptions have not altered. Once the prescription has been ordered then it will go electronically to the pharmacy nominated by the patient.</p> <p>GH asked how long it takes for the prescriptions PC advised that it is still 48 hours. The process of electronic prescriptions was explained. It is entirely the patient's choice. The surgery will not under any circumstances suggest/recommend any pharmacy.</p> <p>MH asked if the pharmacies are still contacting patients to see what they would like to order. PC confirmed that this was still the case.</p> <p>PC also informed the group that controlled drugs, as yet, do not go electronically.</p>
Monitors	Dr Shah has ordered Patient Information Screens to display relevant information and highlight any campaigns that are

	<p>relevant.</p> <p>A touch-screen patient self-check in system will be installed in the Reception area, so that patients can register that they have arrived for their appointment.</p> <p>JH said that there was a system similar to this one in place in the Radiology Department at Leigh Infirmary, which is working quite well.</p>
Locality meetings	<p>Locality PPG meetings (an amalgamation of TABA and ULC PPG Groups) are held at Bridgewater Health Centre in Leigh on specified Wednesdays at 6pm (list of Wednesdays to follow), therefore the meetings that we hold at the Practice are going to become quarterly.</p> <p>Any information about these meetings will be cascaded. PC offered, if anyone wanted, to go to with them in the first instance.</p>
AOB	<p>JR brought up the subject of well man reviews and general reviews for women. It seemed that JR's partner had been called for review and JR hadn't. PC explained about clinics and invites.</p> <p>A discussion ensued with regards to the responsibility of who should chase up follow ups in respect of i.e. urine tests. PC advised that once the patient has been informed of the need to repeat the test then the responsibility lies with the patient. With regards to letters from the hospital then the GP would normally instruct a member of staff to contact the patient to arrange any follow up or action needed.</p> <p>PC said that she would look into JR's issues.</p>
Medication reviews	<p>PC as prescriptions are now electronic, the GPs are now reviewing medication as they go, this has resulted in patients being asked to come in for medication reviews.</p>
C&B	<p>MH asked how Choose &amp; Book works as she has phoned the Choose &amp; Book service numerous times over the past weeks and was informed that someone would ring her back, although no one has as yet. PC informed the group that this has been discussed at a recent meeting and we are awaiting feedback.</p>
	<p>Please let PC know if there is anything that you wish to be discussed at the next meeting.</p> <p>Thanks to all for attending</p>
Next meeting	Thursday 21 <sup>st</sup> January 2016