

## Druids Heath Surgery

Minutes of the Patient Participation Group Meeting held on Tuesday 30th Novber 2021,  
at Druids Heath Surgery.

Attending: E. Michael (Practice Manager), S. Moore (Senior Receptionist), K. F. (Chair),  
S. Cale (Secretary), Louise, Karen, Ann, Rebecca, Steve

<b>1. Welcome &amp; introductions</b>	
<b>2. Minutes of last meeting:</b> agreed	
<b>3. COVID-19 Update</b> – New variant coming into the UK there are 15 cases so far. Masks are to be worn again on public transport and in shops. We are still wearing masks in surgery and suggested SMS to go out to inform patients of this.	
<b>4. Patient Triage can be accesses via ACE Medical Website</b> – new website has now launched and mbers are shown how to book an appointment online or request a call back form a GP. Posters are to go up in the surgery promoting this service.	
<b>5. My GP APP</b> – downloadable via the play or apple store depending on your make of mobile. Patients must call to get access unlocked such as documents, results etc. repeat prescriptions can be ordered via the app but not acute medications. Appointments are also bookable via the app.	
<b>6. Any other Business</b> –  Steve – when calling the surgery the introduction regarding COVID is first and chest pain after, suggestion on changing this around due to the public being up to knowledge with COVID now due to the news.  Rebecca – medication orders that are rejected by the POD, pharmacy feel that the surgery should inform the patient rather than the patient questioning the pharmacy in regards to this. Shirley explained how acute, depression meds etc work when requesting th. Agreed that patients shall be asked to call the surgery when rejected.  December – From December 2021 we will be opening Saturday and Sundays 9am-1pm at DHS only. The phone lines will rain off but the weekend appointments will be bookable throughout the week.	

DNA – the rates are still high, when DNA X 3 a letter is sent to the patient to warn PT We send reminder SMS and the patient and the patient has the option has the option to cancel the appointment by responding to the SMS. A listed DNA rate is to be shown in reception and on websites.

Ann – patient confidentiality and the receptionists. EM explains that training is to be done via bluestream and that receptionists have a right via GP instruction to ask the patient why they require an appointment due to being able to book it with the correct clinician. Patients have every right to state that it is personal should they feel they do not wish to disclose to the receptionist.

Steve – advised that while at nurse appointments at Maypole a few times receptionists have knocked and then walked in. Shirley and EM to address this.