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PRG Minutes -27/11/14

Present: Dr Clyde, Jacqui Coleman, Sam Chappelow, Lisa Whitehouse, Mr K, Mr & Mrs N and Mrs S

Apologies: Mr & Mrs O and Mr C

1. Friends and Family

Patients were informed of the new friends and family scheme. Starting in the surgery on 01/12/14. Post box and forms would be in reception for patients to complete. Reports to be sent monthly. The question on the form was discussed and patients were happy with it. The questionnaire is also available on our website. Patients were reminded that we have a suggestion/comments box in reception at all times.

2. Antibiotics over the Winter Period

It was discussed that many ailments such as coughs and colds can be treated using the pharmacy and over the counter remedies but appointments would always be offered. Education patients to outside clinical services such as speaking to the pharmacist.

3. OOH

Patients were informed that we would be closed Christmas day, Boxing Day and New Year's Day and we would be open as normal for the rest of the holidays. On a patient education point the use of walk in centres and minor injury units over the festive holidays would be more beneficial for the patients than using A&E. Patients were informed that A&E is for accidents and emergency use only.

4. Winter Pressure

Patients were informed that the family doctors would be banding with Manston Surgery from December to end of March for Saturday appointments. Our patients would be seen at Manston surgery by either their doctors or Dr Clyde depending on rota. Patients are to ring Manston direct to request an appointment for a Saturday. Posters are in reception and information is on our website.

5. Chemist

Services offered by the chemist for prescriptions was discussed.

6. Year of Care

This is to empower patients giving a better understanding of their medical conditions and setting their own goals. Diabetes has been chosen as our first medical condition and will be introduced from beginning of January.

7. AOB

Mrs S attended the AGM meeting and found it very informative. In particular bowel screening and has recommended that other members try to attend future meetings.

8. Next Meeting scheduled for end of Jan beg Feb.

The Family Doctors, Austhorpe View