

## **Dr Christine A Clyde, Family Doctors**

**5 Austhorpe View Leeds LS15 8NN Tel: 0113-260-2262 Fax: 0113-232-8090**

### **Patient Reference Group Thursday 9 August 2018**

Present; Dr Clyde, Jacqui Coleman, Sam Chappelow, CH and DK  
Apologies: KS, K O'N

#### **On Line appointment**

DK asked how fair the procedure was for people who don't have access to online systems. Although the surgery encourage to access online appointments and prescriptions, the surgery also hold appointments for the same day but accept this is a valid point and appointments will be monitored. At present this is not a problem.

#### **Opening Times**

Discussed how patients feel regarding surgery opening hours and accessibility. The opening hours were discussed. The GP hours along with other clinical staff's hours were discussed. The patients present stated they had no issues with the surgeries opening hours. See attached for opening hours.

#### **Locum Doctors**

We notified patients that we have a regular locum doctors working Tuesdays and Fridays apart from annual leave. This is to help with continuity of care and with the potential of becoming a permanent position.

Patients asked re Dr Rose. Dr Rose works for us as a Locum but not on a regular basis.

#### **Flu**

This year NHS England has introduced 2 different vaccinations. One for over 65 year olds and one for under 65 year old at risk groups. Unfortunately supplies are limited for the over 65 group. NHS England are aware of this and are trying to resolve the issues. One possibility is that over 65s will be offered the same vaccine as the at risk groups. Once this has been decided vaccines will be ordered and started in October. A catch up clinic will be held after Christmas and vaccines are available until March. One member asked flu can be caught in summer. Dr Clyde stated that you can catch flu in the summer but is more common in the winter.

#### **Online Prescription System**

A patient mentioned that when ordering repeat medication on line there are a number of pages to go through to complete the process.

The process of nominated pharmacy was discussed. The surgery feels this is a good system however patients need to be aware that if anything goes wrong this is an issue to be discussed with the pharmacy direct and not the surgery as we have no control once the prescription has left the surgery or before it has been ordered. Patients were

made aware that one of the problems is ordering before due date especially holiday periods. This is entirely up to the pharmacist to make the decision to order early.

The pharmacy next door was mentioned and asked if Ben still the main pharmacist as they don't recognise any of the staff any more. Ben is still the main pharmacist and Carolyn is his regular cover. A pharmacist has to be present at all times.

The next meeting will be held before Christmas.

KS was asked separate to the meeting re opening hours and stated had no issues and was happy with the surgery in general.

The Family Doctors, Austhorpe View

# Surgery and Reception Opening Hours

## Reception Times

**Monday** 8.00am – 12.30pm  
2.00pm – 6.30pm

**Tuesday** 8.00am – 12.30pm  
2.00pm – 6.30pm

**Wednesday** 8.00am – 12.30pm  
2.00pm – 6.30pm

**Thursday** 8.00am – 12 noon

**Friday** 8.00am – 12.30pm  
2.00pm – 6.30pm

**Saturday** Closed

**Sunday** Closed

## Surgery Times

**Monday** 9.00am – 11.00 Dr C Clyde  
3.30pm – 6.00pm Dr C Clyde

**Tuesday** 9.00am – 11.00am Locum  
3.30pm – 6.00pm Locum

**Wednesday** 9.00am – 11.00am Dr C Clyde  
3.30pm - 6.00pm Dr C Clyde

**Thursday** 9.00am – 10.30am Dr Clyde

**Friday** 9.00am – 11.00am Locum  
4.00pm – 6.00pm Locum

**Saturday** Closed

**Sunday** Closed