

WINYATES HEALTH CENTRE  
Winyates Patient Outlook Group Meeting  
6:00pm 10<sup>th</sup> November 2016

Minutes

Present on behalf of:

Winyates Health Centre:  
Richard Budd, IT Manager

Outlook Group:  
Andy Bennett  
Sue Watkins  
Sue Dean  
Greg Bright

Apologies:  
Claire Gould, Practice Manager  
Richard Miles  
David Ogg  
David Spyers

Minutes of last Meeting

The minutes of the meeting held on 8<sup>th</sup> September were agreed as a true record by those present.

Matters arising:

**BUILDING:**

Greg reported that the bid submitted to NHS England, for funding to carry out major improvement work on the Health Centre building had been refused. If the work is to go ahead it will be necessary to restart the funding process from scratch. (It was also confirmed that the re-structuring of Winyates Centre, was not connected with the refusal.)

Agenda items:

**FLU CLINICS:**

The Surgery had vaccinated 2,324 patients at the recent clinics. Outlook members attending agreed that the fast turnaround times in the Clinics meant that Outlook volunteers did not have sufficient time to engage effectively with the waiting patients, but that the flu clinics did run very efficiently.

**SATURDAY SURGERY:**

This monthly morning surgery, was aimed at patients who work, and thus found it difficult to attend in the week. It was a possibility, that during these surgeries, Patient Outlook Volunteers could attend, to talk to patients about Outlook and what our aims were. (We need to find out the dates.)

**PATIENT ACCESS:**

Patients are still being encouraged to register, activate, and log in to Patient Access to book appointments, request repeat prescriptions, etc. Richard confirmed that a large percentage of the people who had registered for Patient Access had not fully completed the process. This was thought to be an area where Outlook attendance at Saturday Surgeries could improve the uptake figure.

**VIRTUAL OUTLOOK GROUP:**

Richard confirmed that the Virtual Outlook group has not been contacted recently. It was agreed that we should produce some questions which might be sent out to the group, and fully completing the registration process for Patient Access could be included.

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ANNUAL PATIENT SURVEY:

Richard confirmed that the next Survey was due to be issued shortly and he agreed to draft some questions.

REPEAT PRESCRIPTIONS:

Richard provided a projector presentation giving figures of yearly, weekly, and daily repeat prescription requests. Lines are open daily, from 8:30 to 11:00am, and 2:00 to 4:00 pm and the staff and Doctors are finding it difficult to cope with the high workload produced by the large number of paper based prescriptions. The meeting was asked if it would be thought acceptable to reduce the duration of either the morning or afternoon slots by 30 minutes, in view of the fact that many Surgeries don't offer a telephone repeat prescription facility at all. The GP's only have 1 hour to check the paperwork and sign each prescription. All present agreed that it would be acceptable for the lines to be open from 09:00 to 11:00am. It was also suggested that the Prescription option on the phone system should have a message encouraging callers to use the Patient Access online system for repeat prescriptions, as the Doctors are able to approve these in between patients.

ANY OTHER BUSINESS:

MAGAZINES AND BOOKS:

Andy queried why, as donated magazines are not allowed in the surgery, for cross-infection control purposes, there is a large second-hand charity book stand? Richard thought it might have to do with the frequency of use of magazines by a large number of people, whilst the books were handled infrequently by a much smaller number. However, he agreed to make enquiries in the Centre.

PATIENT ACCESS FOR FLU INJECTIONS:

Andy pointed out, that patients notified via Patient Access, to book flu injections, were not able to reply to opt out. Richard agreed to ensure that the facility to opt out by reply was included next year.

OUTSIDE LIGHTING:

Greg raised the lighting along the external footpath leading to the main surgery entrance from the carpark. As the evenings were now getting darker the current lighting may be inadequate. Richard agreed to look into the possibility of improving the lighting in this area by fitting more lights.

DATE OF NEXT MEETING:

The next Patient Outlook meeting will be held at Winyates Health Centre, on Thursday 12<sup>th</sup> January 2017, at 6:00pm.

The meeting closed at 7:10pm.

*Sue Watkins*  
Sue Watkins  
Secretary

*Greg Bright*  
Greg Bright  
Chair