

Patient Participation Group, Fareham Centre Practice

Agenda for meeting to be held at 1.00 pm on Wednesday 5th Aug 2015
In the Health Education Room at the Fareham Health Centre

PART A - INTRODUCTION

1. **Welcome, Apologies (Mike Tyrer) & Resignation (Richard Newman)** **1.00 pm**
2. **Minutes of the Last Meeting (5th May 2015)**
To amend, agree, and accept.
3. **Summary of Actions and Matters Arising** **1.10 pm**
 - a) **4 a) “Surgery Signposters”** – an update on progress with implementing scheme in Gosport [PW]
 - b) **7 b) ii Fareham & Gosport CCG Governing Body public discussion** - PW had emailed CCG twice but not received any response.
4. **Requests for AOB**
To note items to be taken under **PART C, 8, Any Other Business**

PART B - FOR DISCUSSION

1.20pm

5. **How are the GPs in our practice coping with all new governmental rules as to out of hours work? [CT]**
6. **How are they coping with the loss of Dr Smith? [CT]**
7. **“Waiting Room” repeat prescription emails [PW]**
 - For over 2 months whilst the “Waiting Room“ system has been sending out Acknowledgement emails when a request for medication is made – see attached – but the follow up Confirmation emails are not being produced
8. **Practice Website [KB]**
 - The banner says that the Patient Participation Report 2013-14 is now available – this should now be the 2014-15 report, which is in the Patient Group section. But clicking on the banner doesn’t link to the Patient Group section or the latest report. I also note the latest minutes are from November 2014. I also couldn’t find the latest newsletter on the website, or anything pointing to it.

PART C - OTHER ITEMS

13.50pm

9. **Any Other Business**
10. **Date of next meeting**
Tue 10th Nov 15, 12.30 pm, in Fareham Health Centre?
(2 weeks prior to FLPG meeting)
11. **Future Meetings**
 - Tue 9th February 2016?
12. **Close**

by
14.00 pm

CT Caroline Tendler; KB Keith Barnard; PW Phil Weston;

Sample “WAITING ROOM” automated email

Date: Mon, 6 Jul 2015 09:31:55 +0100
To: rpwweston@hotmail.com
From: repeats@thewaiting-room.net
Subject: Repeat Request

We have received your request for:

“zzzzzz” 5mg tablets 56 tablet

Your practice will process the request as soon as possible.

You will receive an email when your prescription has been processed by your practice

PLEASE DO NOT REPLY TO THIS MESSAGE.
