

**Ashville Medical Practice Patient Reference Group Meeting Minutes**  
**24<sup>th</sup> October 2019**

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones – Practice Manager  
Charley Alexander – Administrative Assistant

Patient Reference Group Members – 11 Attendees

**1. Actions Update:**

CPR information received from a member of the PRG had been circulated.

**2. New Members Introduction:**

No new members were present at the meeting.

**3. Practice News:**

- Mel introduced Charley who had recently taken up a post in the office; she had experience of working in a pharmacy and was currently learning how to process patient prescriptions.
- Leeanne has been appointed to a part time clerical post to undertake routine administrative tasks such as scanning documents etc.
- Janine would be taking up an administrative post on 4<sup>th</sup> November.
- The partners have agreed an additional administrative post, the duties of which will be determined in future.
- Dr. Woodward is expecting a baby in April 2020 and Dr. Cooke's wife in November 2019.
- Patient numbers have increased and currently stand at 12,016,
- Phlebotomy appointments (for adults only) are now available to book on line.
- A flu clinic was held at the end of September and was very busy with approximately 650 patients receiving vaccinations. The second clinic was arranged for 26<sup>th</sup> October. Vaccinations for those under 18 had been delayed due to supply issues, but were now in hand.  
Nationally a target of 75% of over 65s had been set for receiving flu vaccinations – in 2018 the result for Ashville was 81%.
- Dr. Messenger has taken up post in September 2019 and is working three days each week.

**4. Practice Survey:**

25 surveys per 1000 patients had been completed and analysed. The results were circulated and discussed and it was agreed that the outcomes were extremely positive.

PRG members asked Mel to congratulate all who worked at the practice on achieving these results and providing an efficient and much appreciated service to patients.

**5. Patient Council:**

A meeting is scheduled for 30<sup>th</sup> October, but no report was available.

**6. Any Other Business:**

- The waiting list for dermatology at the hospital is long, so the CCG has provided each surgery with imaging equipment; Dr Leary is the lead on this project at Ashville. Images

are taken of skin conditions, and uploaded; a report from a consultant is then sent to the surgery. Ashville has carried out 22 procedures using this “Tele Dermatology Link”.

- A member queried whether video consultations by doctors were scheduled to take place. Mel reported that it had not been confirmed if this was to be mandatory and there were many unknowns related to this topic.
- A member queried a report that paper prescriptions were to be stopped; at the current time, there was no confirmation of this. This issue led to discussion and concerns about a local pharmacy and difficulties which were being encountered by patients. Mel was aware of the issues being encountered by patients however was unable to resolve as the Pharmacy is a totally separate business and the practice cannot influence their policies and procedures.
- A member queried whether blood test appointments were available six months in advance. Mel said that this was not the case, and responsibility for such repeat blood tests is with the patient.
- A member reported on a lung cancer scan campaign for early detection which was currently running in Leeds. Mel was unaware of any similar plan locally.
- A member wished to convey appreciation to all concerned at Ashville for excellent treatment which a relative had received.

#### **7. Date of Next Meeting:**

This will be held in the Conference Room at Ashville Medical Practice on  
**Thursday 23<sup>rd</sup> January 2020 at 1.00pm.**

Mel conveyed good wishes for the festive season to members of the group.