

WINYATES HEALTH CENTRE
Winyates Patient Outlook Group Meeting
6:00pm Thursday 9th November 2017

Minutes

Present on behalf of:

Winyates Health Centre:
Richard Budd

Outlook Group:
Greg Bright (Chair)
Sue Watkins (Secretary)
Douglas Wilkes
Glynn Jones
Ian Donnan
Sue Dean
Judy Bainbridge
Lynn Whyte
Felicity Melley

Apologies:

Richard Miles
Christine Skirrow
Clare Gould (Practice Manager)

Greg Bright, opened the meeting, by welcoming everyone.

Minutes of last Meeting

The minutes of the meeting held on 14th September, were adjusted in Item 4, Line 5, to read: '*not having to wait for protracted periods at home*', it was then agreed as a true record by those present.

FLU CLINIC UPDATE:

53% of the patients that were eligible for the flu injections attended for the Injections.

Flu invite letters were to be sent out again. (There was still plenty of vaccine in stock).

4 Year olds were being offered it in schools.

2 to 3 year olds were being offered it in the surgery.

The committee commented on how smoothly the system worked on all dates.

HEALTH CARE NAVIGATORS:

Richard Budd outlined the progress made with the Healthcare Navigators scheme.

All practices in Redditch were using this system from November 1st 2017, and staff were trained. Information on patients was strictly confidential. They pointed patients in the right direction, eg Pharmacist, GP appointment, A & E.

There was always a GP on 'Red Flag' for emergencies.

If a home visit was required, they could print off necessary paper work, including any forms, in case there was a need for a hospital admittance.

It was still early days, but it seems to be working well.

NEW ONLINE PATIENT COMMUNICATION SYSTEM:

Richard Budd gave a presentation to the meeting on the new online "Engage Consult" system for patients to use in contacting the Practice. Sue Dean acted as a trial patient and completed the various pages of the online system showing the meeting what questions might be expected, i.e. Name, DOB, brief outline of symptoms, cause of the pain, current medication etc. Once completed the enquiry would then be directed to a GP for a decision on further action (GP appointment, Prescription, visit etc.) and the patient would be advised of the outcome within 2 - 4 hours.

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The new system, will also be available for use for non-urgent enquiries, e.g. to enquire if a prescription is ready to collect or asking to see a Practice Nurse. Initially, to facilitate speedy response times, the system will only run from midnight to 1pm Mondays to Fridays and will also not be available at weekends. Winyates Health Centre is piloting the scheme, on behalf of the CCG for a 13 week trial and Richard Budd asked the Outlook members present to carry out some 'online testing' of the system by using it to make enquiries, and will notify us when the system is live.

Providing the current trials are a success, further funding will be sought to roll out the system for use in all GP Practices across the area. Richard Budd was thanked for all his hard work in developing both the Health Care Navigators and the Engage Consult programs.

FUTURE MEETING:

Elaine Butcher, the Practice Research Nurse, will be attending the Outlook meeting on 8th March to talk about the work of the Primary Care Research Team and research opportunities within the practice.

AOB:

It was reported that the lighting on the 'zig-zag' footpath from Winyates Centre was not working resulting in dangerous conditions. It was confirmed that the lighting had been reported for repair.

DATE OF NEXT MEETING:

The next Patient Outlook meeting will be held at Winyates Health Centre, at 6pm on Thursday 11th January 2018.

The meeting closed at 19:10.

Sue Watkins

Sue Watkins
Secretary

Greg Bright

Greg Bright
Chair