**Patient Panel Minutes from Meeting Held on Friday 6\(^{th}\) September**

**Attended:**

Dot Johnson, Colin Tysall, Pat Mulqueen-Wood Pat Ellis, Karin Bruce and Amie Robins.

**Apologies:** Christine McKinnon, Lynne Adams, Ruth Page and Robert Wright.

**Matters Arising** – None

**Current Topics**

**Shingles Vaccine**

This is now available to book in for anyone who is aged 70 and 79. If you would like to book in for this then please phone the surgery and we will book you in or see when Jan is free and she can fit you in between patients if necessary.

**Flu Clinics**

The flu jabs were due to arrive in the practice this week, but unfortunately they have been delayed so they will not be arriving in the practice until the latest 24\(^{th}\) September. This will be leaving it very tight for the flu clinic on the Tuesday evening but hopefully all being well they are here on time. Just a quick reminder on the pneumonia jab, if you are entitled this will be available on the day of the flu jabs too.

**Telederm – New dermatology programme**

We have referred 6 patients in to the service to begin with and we have had one response so far that has had to be referred on to the hospital. It will take a while but it looks like the service is working as it should. The response from them is generally around 24 hours which is very good.

**Macmillan Coffee Morning**

We have now got everything we need for the morning, we are getting everything together now to make the coffee morning a success. Any help on the morning would be appreciated; we will be holding a raffle so please spread the word.

**Diabetic Group UK**

Karin has finally found out some information re meetings that are held within this group. Karin will be attending a meeting on 14\(^{th}\) October but she will be going early to speak to someone before the actual meeting starts. Karin will contact Dot and Colin who would like to also attend the meeting so that she can advise them the time and where to go.
**Winter Pressures**

Hospitals are under pressure already just through the summer so I'm sure we can all imagine how much pressure there going to be under this winter, so we are all in discussion of how we can cope with the high demand that ourselves also are going to received. It's all in discussion with managers, doctors and nurses with one idea raised that may mean the practice may consider opening at weekends.

**Emis Access**

We have a new system now so that patients are able to request repeat prescriptions, book appointments and send messages directly to the practice using the Smartphone Application. If you have an android phone download the application for patient access from the application store. If you have an iphone/apple device download the application for patient access from the Application Store. The icon is Brown with a Key logo and patient access written in white.

**Birthday Appointments**

The birthday appointments are slowly going out, we are not getting as many patients as we would like to book in but they are booking in one by one and it is still only early days. If you still haven’t received yours then don’t worry. Amie is currently working on sending out all the overdue ones.

**Ruth Page**

Unfortunately Ruth will no longer be a member of our patient panel as she is moving away. We thank her for all the contribution she has put in to the practice and all the help she has very nicely offered, we wish her all the best in the future and hope she and her husband have a happy retirement.

**Single Point of Entry**

There are still some ongoing issues with Single Point of Entry telephone contacts covering District Nurses etc. We were advised a while back that we would just be able to ring one number and get straight through to them, but this still doesn’t seem to be the case and we still ring several different numbers to get to where we need to. This has been passed on and is being looked in to.

**New patient health check**

All changes that Pat had suggested have been made to the health check forms. If there are any other amendments that the patient panel feel will benefit people then please make us aware.

**Next Meeting: Friday 4th October 2013 at 2pm – Station Avenue**