



<p><b><u>TV Screen for Reception</u></b></p> <p>We had a quote for a new TV screen and system which will provide notices to patients and also up to date NHS information. This could replace many of the posters which are pinned to the walls. However it is an expensive system and we discussed the possibility of acquiring funding. To be investigated. We have tidied the posters in reception and replaced old ones.</p>		JM/JC
<p><b><u>PPG invitations</u></b></p> <p>It was suggested that a representative of the PPG should spend a morning in the surgery waiting room speaking with patients and informing them of the group and its purposes and also inviting them to join.</p> <p>It was agreed that JC and IA would visit reception during the next flu clinics.</p>		
<p><b><u>DNA leaflet</u></b></p> <p>JM has made a DNA leaflet to be handed out at the Mosque, educating people about the problem of time / money wasted.</p>		
<p><b><u>Media/Press</u></b></p> <p>The NHS Choices website is available for patients to leave reviews and for the surgery to respond to those reviews. Unfortunately this is not used very much and recently we had a review from a patient complaining that he was unable to get a letter to say he was fit and healthy (see attached). A response was given to this complaint which clearly had no foundation.</p> <p>Unfortunately anybody is able to put a review on the website and remain anonymous therefore a dialogue is impossible to address any genuine concerns. Obviously this is free for anybody to read.</p> <p>It would be helpful if patients could write feedback whether positive or negative but leave a name so that we can respond and have a dialogue. It would also be helpful when a patient gives positive feedback verbally if they could put it in writing on the NHS Choices website.</p>		
<p><b><u>PPG Neighbourhood</u></b></p> <p>JC tried to arrange a meeting between all the PPG chairs in our neighbourhood but this has not been possible. PS to email the practice managers for the names/contacts of the PPG chairs.</p>		PS

<p><b><u>General Practice Information to Mosque</u></b></p> <p>It was thought it would be useful for a shorter version of our practice leaflet to be prepared and handed out to the Mosque informing patients about services offered at the surgery and general information.</p>		JM
<p><b><u>Thursday Opening</u></b></p> <p>As of Thursday 4th October surgeries will be required to be open until 4pm. Reception will be open for patients to make routine appointments, collect prescriptions, register etc. Doctor's appointments will not be available and the telephone lines will continue to be redirected to the GP Collaborative.</p>		
<p><b><u>Date of Next Meeting</u></b></p> <p><b>Thursday 11<sup>th</sup> January 2018 at 1:30pm</b></p> <p>A reminder and agenda will be sent out 10 days prior to the meeting. Please let JM know if you would like anything adding to the agenda.</p> <p>Members please print your own minutes.</p>		

## NHS CHOICES WEBSITE – RECENT REVIEW

### **Anonymous gave Sharrow Lane Medical Centre a rating of 1 stars**

#### **no appointments but also no doctors letters**

I tried to get a doctors letter to say i'm healthy but couldn't as since i haven't been ill in years and not needed a visit the doctor couldn't possible say i am healthy. The receptionists eventually told me that there was no appointments to see the doctor available for 4 weeks but they recommended that ring up to get an emergency appointment.

I can't believe that this practice recommends that i try and take an appointment away from a sick person who is in an emergency because currently I'm too healthy for anyone to say i'm healthy.

This is very disappointing.

Visited in August 2017. Posted on 18 August 2017

[Report as unsuitable](#)

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**Sharrow Lane Medical Centre** replied on 22 August 2017

I'm glad to hear that you are currently fit and healthy. Obviously during the summer months we have doctors on annual leave which means that routine appointments are not always available short term. I'm glad you were offered the opportunity of phoning on the day for an immediate appointment, most of which are usually taken up with patients who have a medical emergency, but obviously sometimes we do have appointments available. Obviously it is always advisable to book appointments in plenty of time if requesting letters/travel vaccines or anything which is planned. I hope you were able to get an appointment to discuss your letter request with a doctor.

# Did Not Attend (DNA)

Number of DNA appointments at Sharrow Lane Medical Centre in the last 2 weeks:

	Date	Nr	Date	Nr	Date	Nr
Mon	25 Sep	9	2 Oct	8	9 Oct	8
Tue	26 Sep	8	3 Oct	8		
Wed	27 Sep	3	4 Oct	7		
Thur	28 Sep	4	5 Oct	7		
Fri	29 Sep	7	6 Oct	3		

Was this you? Somebody else could have used that appointment.

Or did you try to get an appointment but couldn't? You could have used one of these appointments.

**If you cannot attend an appointment for ANY reason, telephone to CANCEL, even if it is a last minute emergency.**

## Did you know...?

The average cost of:

Outpatient attendance	£108
Basic A&E attendance	£114
Day case (patient discharged same day)	£693
Inpatient stay (unplanned admission)	£1,489
Each GP visit	£45

## Nurse Practitioners

**Book to see your nurse - Save GP appointments**

Our nurses are fully qualified and experienced to treat conditions and write prescriptions. You don't always need to see your GP. Our nurses deal with:

Urine infection

Ear Infection

Sore Throat

Sticky / Sore Eyes

Hayfever

Cough / Chest Infection

Contraception (including emergency)

Female complaints

## PATIENT PARTICIPATION GROUP

**Join our Patient Participation Group which meets four times a year to discuss ways of improving patient care. Do you have any ideas or suggestions? Do you have one hour to spare 4 times a year?**

**Please complete a form in reception to join our group which is run by patients and surgery staff.**