**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 4th DECEMBER 2013**

**PRESENT:** Ann Heppenstall Business Manager, Hellen McKenzie Receptionist, Mr C, Mrs C, Mrs S, Mr & Mrs M, Mrs R, Mrs Rh,Mrs J, Mr D, Mrs H

**APOLOGIES:** Dr Sian Parker, Sarah King senior receptionist, Mrs W, Mr J, Mrs Bl

Ann welcomed and thanked everyone for attending the patient group meeting today.

Everyone received the previous minutes and it was agreed that they were correct

**ITEM 3: Minutes from previous meeting**

Feedback from Dr’s First meeting

Ann, Dr Kishore and Sarah attended a Dr’s First meeting with other practices who have adopted this system, each practice gave an overview of how they are using the system, the findings were that practices were all operating the system in a similar way, not much information retrieved to bring be to use with our system.

Practice figures

Mrs R requested information on practice figures since introducing the new system, these were provided to the group for the following quarters 1st April, 1st July and 1st October 2013. A discussion within the group took place around this.

Hospital transport

Information sheets on how to access hospital transport were distributed.

Mr Cl has used this service and commented that he found it to be excellent, Mrs J also commented that it was an excellent service. Mrs R informed the group that 232323 taxi company have a reduced rate for travel to the hospital. The group requested to put to the commissioners do they have any plans for transport for people who need to visit patients in hospital.

**ITEM 4: Doctors First Feedback**

Feedback information from Dr’s First was provided to the group, Ann explained that unfortunately there had been a low response rate and it was continued for an extra week, Ann provide the group with a quick over view and it was agreed by the group to take this feedback away and discuss and the next meeting. (The results will be placed on the practice website in the New Year for patients to view)

**ITEM 5: Surgery Questionnaire Feedback**

Ann explained that the questionnaires that had being produced by the group to obtain feedback on the telephone system and new appointment system were now being done in the surgery, Ann had interim findings to provide to the group, these were discussed and final feedback would be available for the next meeting.

Ann asked the group if anybody present had any feedback they wished to share from their own experience of using the system.

One negative experience regarding delay in call back, it was explained that the doctors carries out 3 separate call backs to the patients and if busy these calls can be on the afternoon, should a patient feel it is an emergency and requires a call back soon if stated to the receptionist they would bring this to the attention of the doctor as we do have an on call doctor each day for emergency’s.

Several patients also had a positive experience with the system.

**ITEM 6: Surgery updates**

Ann explained to the group that we are moving to a new clinical system in February know as system one.

The group asked the question why change?

Ann explained the benefit to the practice is that it is a quicker system, we will be able to offer improved services to patients e.g. booking on line, text reminders etc., this move will have no impact to the patients only staff may be a bit slower at first.

The surgery has also received there CQC Inspection which we are pleased to say we passed – this report can be viewed on the practice website in the New Year.

**ITEM 7: Commissioning**

A new care management scheme is being run with the practice in conjunction with the community matrons until March 2014, this is a 12 week programme for patients who meet a set criteria identified by the practice.

Leaflets were handed out to group around sharing NHS information.

**ITEM 8: AOB**

Mrs S had concerns around out of hours GP’s not attending care homes and informing them to ring an ambulance – Ann will take this back to commissioning.

Mrs M asked if the practice had recruited any new gp’s – none at the present time but the practice is advertising.

Mrs R enquired why there had been no gp’s attend the last few meeting, Dr Parker was the designated gp to attend and her day off had been moved to a Wednesday when these meting were being held , will aim to have a gp at the next meeting.

Mr Cl asked what targets/ways the surgery is getting new patients to join.

Ann explained no target had been set, once we are in a position with additional doctors will aim to be more proactive with our promotion

Mrs R informed the group that the Heartbeat magazine had old phone number published in it – practice will look into this.

Mrs Rh asked about wheelchair access for both surgeries – Entry into both practices are wide enough for wheelchair access, group explained door problem at Throston surgery, Ann explained that the building was rented and will mention this to the landlord when she meets with them in the new year.

Mrs S stated that the desk was also too high for patients in wheelchairs. Ann explained that the receptionist will do their best to help patients in wheelchairs. Will add this to our agenda when meet the landlords.

Mrs R asked if anybody in the surgery does risk assessments. Ann explained that Mr Bramfitt is responsible for this; Ann will speak to him regarding group concerns around wheelchair access.

**ITEM 9 – Date and time of next meeting**

WEDNESDAY 5th MARCH 2014 12.30 – 2.00PM AT THROSTON MEDICAL CENTRE