**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 3RD DECEMBER 2014**

**ITEM 1: Introduction and welcome**

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

**PRESENT:** Ann Heppenstall Business Manager, Hellen McKenzie Receptionist,Dr C Parker, Mrs H, Mr Sh, Mrs Ri, Mr & Mrs J, Mrs Sm

**ITEM 2: Apologies**

Miss Bl, Mrs Rh,Mrs C, Mrs & Mrs M,Mr Do, Mr Chl

**ITEM 3: Minutes from previous meeting**

The group confirmed they had received the minutes from the previous meeting one error to note minutes stated that Mrs H and Mr Sh did not attend meeting which is incorrect as they were both in attendance.

Areas requiring feedback:

Agreed to discuss Patient group practice requirements under item 5 of the agenda.

Information to be available in reception regarding work of the nurse practitioners - currently in the process of producing this document. Dr Parker explained how the nurse practitioners work

Suggestion of having more patients attending meetings by holding this on an evening - this was agreed and the meeting in March 2015 will be held at 6.15pm and will be advertised as normal, with an aim to improve the size of the group.

Consent for mobile numbers was clarified – the advice from our clinical IT system is that we obtain consent from patient and to document this on patient’s notes. Mrs Sm queried was this not only a guide; Dr Parker explained we could not do this without consent as advised.

Suggested nurses to give out appointments for b12 injections – due to the nurse appointment system only being available to book 6 weeks in advance this was not possible, therefore we have produced a reminder slip that the nurse hands out to patients to remind them when to ring to book there appointment for their B12 injection and also have included the depo injections in this system.

Ann informed Mr J that she had seen the article he had left for her at the last meeting regarding the Dr’s First system. Dr Parker explained the doctors first system and that we look at our conversion rates of doctors and nurses (how many tel calls require a face to face appointment) to see if we are all working at the same rate. Mrs H did state that she has never been disallowed a face to face appointment.

**ITEM 4: Surgery Update**

Winter pressure scheme – Practices have been requested via commissioning to participate in a winter pressure scheme which will operate until March 2015. This will involve the practice providing a set amount of additional call backs per week. We will be participating in this scheme and providing the additional capacity via the doctors coming into surgery on their day off. Mrs Sm asked about Saturday surgeries, Ann explained that the practice had previously carried out a survey around late evening and Saturday mornings when these were previously being provided and the outcome was that the demand was more for late evenings and thus these surgery’s continue and the Saturday surgeries ceased.

New services available soon: ordering your prescription on line and the facility to pre-book a telephone call back on line – **I AM PLEASED TO INFORM YOU THAT THIS IS NOW IN PLACE PLEASE CONTACT THE SURGERY IF YOU WISH TO REGISTER FOR THESE SERVICES FURTHER INFORMATION WILL BE PROVIDED AT NEXT MEETING**

It was discussed with the group the recent article in the northern echo and Hartlepool mail around the CQC Banding of practices (group provided with copy of cqc report and copies of both articles). Dr Parker discussed the CQC report with the group (should you require a copy of this report please contact Ann or this can be viewed on the CQC website)

New Friends and Family Test Questionnaire is now available for patients comments, both in the surgery and on the practice website.

Dr Parker encouraged the group to provide feedback on their experiences via NHS Choices website or friends and family questionnaire

Health watch report was discussed with the group along with health watch visit around learning disabilities. (If you require a copy please contact Ann)

**ITEM 5: Patient Group Practice Requirements**

Due to Ann not being in attendance at the last meeting she wished to clarify what 3 key priority areas the group wished the surgery to look at from the following:

1. Access for wheelchairs at both sites- It was highlighted that the current ramp at TMC was not good for access, Mrs H suggested automatic doors. It was suggested rather than being specific to wheelchairs that we extend this to all patients with a disability aid and that we obtain their views on how they felt there access to the surgery was. Mr Sh asked why did we need to do a survey when we know what the problem was, it was explained that to present date no issues has been raised regarding access to the buildings and that we need to obtain the views of patients to look at addressing any concerns they may have. Question agreed “have you had difficulty accessing the building today”

2. Review of practice complaints 3. introduce a comments Box 4. Text messaging service

Group agreed that the 3 areas would be

1. Access to surgeries
2. Review of complaints
3. Introduction of a comments box

Agreed by group to add review of feedback areas to the agenda for each meeting.

Dr Parker informed the group of the improvements that have been made this year to the surgeries:

New carpets at McKenzie

New flooring in several clinical rooms at both sites

New privacy curtains in all clinical rooms at both sites

Outside of both buildings have been painted

Group mentioned electronic doors and could the surgery not receive a grant for these, Dr Parker explained this was not possible.

**ITEM 6: Commissioning**

No update to provide group with

**ITEM 7: AOB**

Mr J asked why diabetic appointments need to go through Caroline Ann explained the appointment process.

Mrs J asked about the telephone ring back service Ann explained it was not a service from the practice but patients individual phone contract service.

Mrs Ri and Mrs Sm thanked Dr Parker for attending

**ITEM 8: Date & time of next meeting**

**PLEASE NOTE CHANGE OF TIME:**

**Wednesday 4th March – 6.15pm at Throston Medical Centre**