**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 17th JUNE 2015**

**12.30 – 2.00pm**

**PRESENT:** Ann Heppenstall Business Manager, Hellen McKenzie Receptionist, Dr C Parker,Mr Chl, Mrs S, Mrs Ri, Mr & Mrs J, Mr Do,Mrs C,Mr T.

**APOLOGIES:**  Mrs Ha, Mr Sh, Mrs T, Mrs Rh & Mrs B

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

**ITEM 3: Feedback on Minutes from previous meeting**

Everyone received the previous minutes and confirmed they were accurate

Ann confirmed that she had spoken to the senior receptionist regarding staff training and that staff appraisals are due to commence- it was noted that it was felt there had been some improvement.

Practice questionnaires are on-going poor uptake, Ann confirmed she will take a more proactive role to ensure completion of these for the next meeting.

It was confirmed that the mail advert will be coming to an end; it was felt it was no longer required.

**ITEM 4: Patient group practice requirements**

Feedback provided on the 3 chosen priority areas:

1. **Access to both sites** – a quote had been received this being £12’000, this is for the push button technique there was an issue as to the structure of the door frames for this type of door and thus a recommendation of installing sensor automatic doors rather than push button, awaiting information from company for a quote. The practice does have a meeting with the landlord in the next couple of weeks for McKenzie and the doors is on the agenda for discussion

**Outcome** – waiting outcome from landlords and a fresh quote

1. **Review of Complaints** – Complaints received by the practice from March 2015 to date:

Nil

1. **Comments box –**

2 comments have been received and discussed during meeting

0 Throston

2 McKenzie

**Outcome from 3 key priority areas**

Feedback from these areas will continue to be provided at each meeting.

**ITEM 5: Surgery Updates**

The surgery recently received a CQC visit on 13th May 2015 and kindly two members of the group attended to speak to them Mrs Ri and Mrs Rh. Mrs Ri shared her experience of her visit with the group, Dr Parker discussed the visit with the group and explained that when we are in receipt of the report this will be provided to the group and available on the practice website and CQC website.

The practice is required to inform all patients of their named gp by 31st March 2016, this has been a government requirement, the will be provided to patients by the receptionists when contact is made with the surgery.

The surgery will be continuing with the same areas as last year along with the addition of monitoring our prescribing, producing a fraility register and improving our clinical coding for depression.Dr Parker explained how will we look at achieving these areas.

Capacity issues in the practice over the past few months have been down to having a gp on long term sick and lots of leave due to bereavement, can confirm we are back to normal.

Dr El-sherif will be leaving the practice at the end of august he has taken a post abroad, Dr Parker explained how as a practice we would be managing capacity e.g. around recruitment etc.

Dr Wazir completes his one year allocation to us in august - the group gave positive comments on him

Patients will now have access to the nurse practitioner on a late evening

**Item 6: Commissioning**

No update

**Item 7: AOB**

Mrs Ri had some feedback from patient regarding appointments being full early on a morning, Ann explained this has been an issue over the last couple of months as explained earlier, Mrs Ri would feed this back.

Option for patients to pre-book a call back on line, lots of patients opting to use this service.

Mrs Ri raised an issue were by patients have spoken to Dr Parker or Dr Timlin and the appointment had been booked with Dr Wazir, it was explained if a patient wishes to see a particular GP face to face they are quite happy for the patient to state this to them and an appointment would be made accordingly .

Mrs Ri asked about the surgery opening 7 days a week, Dr Parker explained nothing yet but practices in Hartlepool have been discussing the options of how we could work together on this.

Mrs C and Mrs S confirmed they felt the Nurse practitioners were very good, Mrs C asked if they saw children Ann explain the criteria.

Mrs S was unsure of the arrangements for booking an appointment if a gp had requested to see the patient again as she felt this was not happening – Ann will speak to the doctors regarding this.

Mrs Ri asked if we were linked to the trust for discharge letters, we are and receive them electronic.

Mr T asked if as a practice we send any information of patients to private companies, this would not be done without consent from the patient, also are we any further using Skype – not at the present moment.

Mrs Ri asked about texting patients – lots of changes at the moment regarding texting patients on-going will update group if this becomes an option for us to use.

Dr Parker asked the group to feedback at the next meeting any improvement areas they felt were required for the practices e.g. flooring etc.

Mr T asked why we still ask patients to go to one life – discussed practice protocol once gp’s have reached maximum capacity for that day.

**ITEM 8 – Date and time of next meetings**

**Wednesday 2nd September 2015 – 12.30 – 2.00pm at throston medical centre**