**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 2nd SEPTEMBER 2015**

**12.30 – 2.00pm**

**PRESENT:** Ann Heppenstall Business Manager, Hellen McKenzie Receptionist, Mrs Ri, Mr & Mrs J, Mrs Rh, Mrs Ha & Mr Sh

**APOLOGIES:**  Mrs Ca, Mr & Mrs To, Mr Do, Dr Parker

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

Feedback from Mrs S enquiry regarding gp’s not making appointments if they wish to see the patient again – Mrs S was not present at the meeting Ann feedback that GP’s had been reminded of the practice policy to book these appointments themselves.

Dr Parker asked for suggestions for improvements for both surgeries, possibility of painting internal walls at TMC and new flooring

Mrs Rh asked if we were any further forward regarding the doors, Ann explained we are currently in talks with the landlords as they are now new and are the same as McKenzie landlords will feedback outcome at next meeting.

Mr Sh requested to know who our landlords were this is Assura

**ITEM 4: Patient group practice requirements**

Feedback provided on the 3 chosen priority areas:

1. **Access to both sites** – as above in Mrs Rh request
2. **Review of Complaints** – Complaints received by the practice from March 2015 to date:

One – regarding a receptionist

1. **Comments box –**

0 comments have been received

Mr Sh asked about questionnaires, Ann explained that as suggested by the group previously there were 2 comments boxes and comments forms available at both sites for patients

**Outcome from 3 key priority areas**

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

**ITEM 5: Surgery Updates**

Several applications have been received for the post of nurse practitioner and we will be interviewing soon.

Dr El-Sherif left the practice on 31st August to emigrate

Mrs Ri asked if we would be merging with other practices, Ann explained there were no current plans at the moment to do this.

Patient survey results – received 270 completed, copy distributed to all present, Ann to send out to members not in attendance to be able to discuss results at next meeting.

Flu season – vaccinations will be in stock with effect from 18th September

**Item 6: Commissioning**

Commissioning had sent an information leaflet to practice to hand to members of the group, it was requesting to complete a survey closing date was 7th September not to be distributed to members who were not present due to time frame.

**Item 7: AOB**

Mr Do had been in contact with Ann since last meeting requesting for terms of reference of the patient group to be placed on the agenda, unfortunately Mr Do had to send his apologies this will be place on agenda for next meeting.

Mr J recently had an issue of not having a phone requested to know how practice accommodates patients with no phone – Ann explained the process of an exemption register.

Mrs Ha requested if you could order prescription at either site, Ann explained need to order from site were registered.

Mrs Rh asked if there was the possibility of texting patients, Ann explained that the ccg had withdrawn funding, this is on-going and will feedback – **SINCE MEETING THE PRACTICE IS NOW ABLE TO SEND TEXT MESSAGES TO PATIENTS AND IS COMMENCING WITH IMMEDIATE EFFECT WITH FLU VACC INVITES ON AGENDA FOR NEXT MEETING.**

Mrs Ri made enquires about booking on line – Ann explained this process

Mrs Rh asked about results, Ann explained staff are able to give results over the phone following gp’s instructions.

Mrs Ri asked if the official CQCreport could be distributed with the minutes – Ann apologised they should have been brought to the meeting, will accompany the minutes and be placed on agenda.

Suggestion form Mrs Rh regarding an on line forum – Ann to look further into this.

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

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