**Minutes of Patient Group Meeting – Tuesday 2nd October 2018**

**Item 1**

Attendances: JR, SJ, GJ, BR, GL.

**Item 2**

Apologies: Dr Carl Parker, Ann Heppenstall, Emily Orchestron-Findlay.

**Item 3 – Previous Meeting**

**Movement of patients**

Decision for patients being able to attend all 5 sites has been decided for January 2019.

**Telephone System**

This has also been postponed to January 2019

**Promotion of practice**

Leaflets to promote practice and encourage new patients have been posted through doors, unsure of what areas – this will run till the end of October.

**Item 4 – Patient Group / Practice Complaints.**

Steph confirmed that she had received 10 complaints since the last meeting, 1 was still ongoing.

5 regarding staff

1 regarding appointments

1 regarding prescription

3 regarding clinical complaints

**Item 5 – Surgery Updates**

Dr Goswami has joined our practice as a salaried GP

**E-Consultation**

This will be up and running from 15th October, Dr Kishore has had training for this. On call doctor will deal with E-consults for any query that does not face to face consult. E-consult will take you through a series of questions. Doctor will have a dedicated set time to deal with these and a response will be given within 48 hours – up to 6pm the following day from receiving query. There will be an app on phones and I pads available to download. We are hoping that this will reduce phone calls and make more appointments available.

**Productive General Practice**

We now have our new data team who will be dealing with letters daily, passing on referrals to secretary’s and medication requests will be sent to meds team directly etc, which will hopefully ease delays. Meds team will be dealing with all 5 sites from 8th October.

Violent Patient scheme is still ongoing – meeting was held today to discuss this at Wynyard Road site.

Flu clinics are now in progress.

We will be introducing Care co-ordinators who will go out and see patients who are on frailty register, take them to appointments, hairdressers, shopping etc.

Frailty register will be updated depending on age, health etc will decide different frailty score. EG – housebound, living in nursing home and see if any extra care is needed.

We will only have one fax machine which is situated at McKenzie House.

**Item 6 – Commissioning**

Nothing to discuss

**Item 7 – AOB**

Suggestion to open doors before 8.30am at McKenzie House and Throston was unfortunately rejected as was found to be inappropriate.

Continuity of seeing same GP was discussed and Dr Kishore explained that GP’s were at the same surgeries on same days most of the time unless on holiday or sick.

CB had suggested changing seating area in Victoria Practice so that patients were not just sat in rows, but after asking patients, they preferred seating to remain how it is in rows.

Unfortunately due to health and safety, there will be no children’s play area.

Notice for patient self-check in has now been put in Victoria Practice waiting room.

It was requested that data team look into reviews for annual blood tests as GL mentioned that he had been told by nurse that he had not had bloods for cholesterol done since 2016.

**Next Meeting: Provisionally booked for Tuesday 8th January 2019 at 12.30 – 2.00pm**

 **At Victoria. Date and venue to be confirmed.**

BR requested a Wednesday