**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 9TH JANUARY 2013**

**PRESENT:** A H Business Manager, SK Senior Receptionist, Mrs R, Mrs Rh Mr and Mrs J and Mrs S.

**APOLOGIES:** Dr SP, Mr and Mrs M,Mrs C and Mrs B.

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

**Dr SP** sent her apologies but was unable to attend due to sickness.

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

**Minutes from previous meeting**

Hospital Transport Service

This has been logged with the commissioning service and noted in their minutes.

Telephones

Unfortunatley we are still operating at McKenzie House with the 0844 number due to when the engineers came to install new system it was realised that the system was not compatible for what we required it to do. Unfortunately, two different engineer surveys were done but were found to be incorrect and all new equipment was returned. A further meeting has been arranged on 10th January 2013 with the head of the department.

Questionnaires

Due to the delay with the telephones, there have consequently been no questionnaires distributed. The questionnaires will go ahead as planned once the telephone issue is resolved.

Access

Regarding the Doctors First appointment system, data has now been collected and submitted. They asked for further data from Mr Guy Bramfitt, the practice’s Finance and compliance Manager which he is currently organising. Doctors First have a heavy workload at present but once this new data has been submitted then progress can be made. This has caused a lot of frustration for both GP’s and admin staff. **Mr J** expressed concerns regarding the new system as GP’s may be inclined to deal with patients over the telephone rather than face to face.

**Mrs R** mentioned a recent newspaper article regarding a surgery down south which gave a negative message as GP’s seemed to be doing more telephone consultations compared to face to face consultations.

**AH** explained that the aim of Doctors First is to try to eliminate patients having face to face consultations but to make sure that patients who need appointments are offered them.

**Mrs R** said that she attended the meeting regarding Doctors First along with practice staff and felt that it was very positive although she is very disappointed by this delay. Ann would feed Mrs Richardson comments back to them

**Mrs S** said that she feels communication between all teams especially after discharge from hospital should be taken into consideration as patients may need more than just a telephone call. **AH** will mention this to the commissioning board.

**Mrs R** asked if pre bookable appointments will be made available. **AH** confirmed that they would be available. **Mrs R** also asked if patients will have to wait in to receive a telephone call. **AH** suggested leaving a mobile number but this is patient’s choice.

**Mrs S** asked if home visits would be arranged in the same way – yes.

The practice is in discussions regarding a new computer system moving from Vision to system one although there are no definite plans at this stage. System one is linked to other agencies allowing easier access to information.

**Mrs Rh** said that she has worked with system oneand feels it is much quicker to access information from other agencies i.e. discharge letters etc.

**AH** mentioned coding may be awkward for the practice however plans are only in the early stages at present.

It was suggested that Dr Pagni should have more available pre bookable appointments on an afternoon. **Sk** explained that unfortunately, Dr Pagni tends to work mornings but occasionally does have an afternoon clinic. The pre bookable appointments are always on an afternoon and are made available whenever possible. This is perhaps something to discuss with Dr Pagni.

**AH** suggested that once access improves then perhaps a leaflet drop could be done to encourage new patients.

**Mrs R** gave positive feedback to staff regarding options being given when booking an appointment. Mrs R was also offered an appointment at McKenzie House Surgery when an appointment was unavailable at Throston Medical Centre. **Mrs S** said that staff have been very helpful with her regarding enquires with the hospital.

**Flu Campaign up date**

The practice has almost hit targets regarding flu injections. The flu campaign is on-going.

**Hartlepool Links**

Hartlepool links report was distributed at the last meeting and was agreed for discussion today

Only Twelve patients were interviewed from the practice which is not a particularly good outlook due to the total number of patients registered at the practice. **AH** suggested a larger group be interviewed in future and that their visit not be made on a busy Monday morning.

The links team suggested that a full over view of the appointments and telephone system be looked at and Ann took the opportunity to ask for help with advertising these new systems we have planned.

They also commented on the lack of staff on reception but this was due to a member of staff being taken off the reception desk to help out with an accident which took place that same morning outside of the surgery which involved a member of their Links team. Ah said that this should never have been included in their report.

Podiatry signage was commented on as they felt that patients needed to be made aware of the podiatry rooms. Ann informed them that the podiatrists are not connected to the surgery so therefore this is not necessary.

They were invited to attend a patient group meeting in perhaps 6 months’ time.

**Surgery up date**

Staffing

A member of the Throston surgery team retired at the end of December and due to this, some of the McKenzie House staff has been placed on the rota to work at Throston.

GP Recruitment

Dr V has decided to continue on with the practice for a further 6 months.

Unfortunately, no other GP has been recruited.

Commissioning

The next commissioning meeting is to take place at the end of January/beginning of February. Commissioning is encouraging these patient group meetings so that feedback from practices can be given.

Ann asked if the group preferred to have a different chair and someone else taking the minutes from the meeting but the group are happy with the current arrangements. Patient forums regarding commissioning are to be arranged and advertised.

**Date and time of next patient group meeting: Wednesday 6th March 2013, 12.30pm – 2.00pm venue : Throston Medical Centre**