**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 4th MARCH 2015**

**6.15 – 7.30PM**

**PRESENT:** Ann Heppenstall Business Manager, Hellen McKenzie Receptionist,Mr Ch, Mrs Sm, Mrs Ri, Mr & Mrs Jo, Mr Do,Mrs Ca,Mrs Ha,Mr Sh,Mrs Rh, Mr & Mrs To.

**APOLOGIES:**  Mrs B

Ann welcomed and thanked everyone for attending the patient group meeting at our new evening time and welcomed new members to the group. Group introduced themselves.

Everyone received the previous minutes with the exception of Mr Do - apologies

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

Posters re Nurse Practitioners – no yet produced due to changes within Nurse practitioners role- feedback at next meeting

New services – agreed to discussed under item 5 of the agenda

It was agreed the rest of the minutes were correct.

**ITEM 4: Patient group practice requirements**

Feedback provided on the 3 chosen priority areas:

1. **Access to both sites** – Questionnaires were produced using the agreed questions from the previous meeting, these have been completed via the cohort of patients the group agreed, wheelchair users & patients with any disability aid.

Outcome – 19 responses

10 Throston Medical centre

9 McKenzie House

All 19 responses did indicate they did have a problem with access.

**Comments:**

Stiff door x2

Not wheelchair friendly

Use walking stick difficult to open door

Heavy door x4

Always managed but automatic doors would be of benefit

Mrs Sm asked if it was not the landlord’s responsibility as it is law to have access to the surgery. Ann explained the lease agreement with the landlord regarding building maintance. Mrs Sm said she would look into this. Ann explained that the current doors do meet the disability standard.

**Outcome** – practice is awaiting quotes will update at next meeting

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

7 received

3 GP attitudes

2 Nurse Practitioner attitudes

1 Receptionist attitude

1 around lack of communication

Mrs Sm asked if patients receive feedback from complaints, Ann explained the practice complaints procedure and the various options available to the patient regarding submitting a complaint.

1. **Comments box –** These boxes are now in place in both McKenzie and Throston as requested buy group

2 comments had been received

1 Throston

1 McKenzie

**Comments:**

Suggested automatic doors for Throston

A thanks you from a patient - Positive feedback good changes at both surgery’s, helpful & empathetic staff from receptionist, nursing and gp’s.Recommended to be able to pre-book appointments.

**Outcome from 3 key priority areas**

Group felt that all priority areas have been actioned by the practice and have provided the group with feedback to look at areas to take the practice forward for a positive experience for the patients. feedback from these areas will continue to be provided at each meeting.

**ITEM 5: Surgery Updates**

On line services – The following services are now available on line:

Ordering repeat prescriptions

Book telephone call backs

With effect from the 31st March ability to view summary care records – this being medication, allergy’s and sensitivities.

Ann explained that all the above services require patients to register for the service this can be done via a member of the reception team.

The surgery will also be reviewing the appointments on line to aid deaf people and will be commencing offering booking appointments along with booking a telephone call back.

FRIENDS AND FAMILY TEST

Ann provided group with feedback from the friends and family tests for January and February and explained that these results will be displayed on the NHS choices website.

Mr Sh said he found it longer to see a GP face to face

Ann Explained when he contacts the surgery to express to the receptionist he would like to be seen face to face and this will be documents in the call information provided to the GP.

Mr To and Mr Sh expressed they had come down to the surgery to be told that they would need to go back home and a gp will phone them.

Mrs Sm explained she had been told by the GP to see them in a week and make an appointment. Ann explained that the doctors have the facility to pre-book appointments for patients if they wish to see them again

Mrs Ha had been dealt with by an abrupt receptionist; Ann advised she would speak to Mrs Ha following the meeting regarding this.

Mrs Ri mentioned that there is course for receptionist available nationwide, Ann explained our training programme.

Mrs Sm felt that some of the younger receptionist would benefit of having additional training, this would be feedback to our senior receptionist

Mrs Ha and Mrs Ca both greed that the Nurse Practitioners were a vast improvement to the surgery.

Mrs Ri said it was a good thing that patients did not have to queue anymore

Mrs Sm said the old system we had lots of DNA’s as notices would show, Ann explained do no experience DNA’s with the new system

Mr To asked if patients had left due to good doctors leaving and have patients followed them. Ann explained we did experience a dip in patients leaving prior to new system, upon contacting them majority was there was issues around access to doctors and having to queue up outside and length of time had to wait to see a gp.

The practice one life attendance has reduced since we introduced the new system.

Mrs Ri said that staff are advising patients to attend one life why. Ann explained capacity for GP’s & Nurse Practitioners.

Mr To asked had the practice considered the possibility of using Skyp – Dr Timlin has mentioned this previously

Practice questionnaire

Annual practice questions are being completed this year using the same format as last years produced by the group for continuity.

Mail advert

New Mail advert will be shown in Hartlepool mail soon

**Item 6: Commissioning**

No update

**Item 7: AOB**

Mr Do was unable to attend last meeting and he did not receive a copy of the minutes and he asked if patients do not attend are the minutes not sent to them, as he felt that they should - Ann apologised and the minutes are usually sent to all patients on the register regardless if they attend or not.

Mr Ch asked if we had experienced any problems from the media information about wrong flu vacs being given. Ann explained we had not received any official information regarding this and we had not noticed any impact in the surgery.

Mrs Ca would like it noted that Dr Wazir had provided excellent care.

Mr Sh commented on the volume of posters in the surgery too many unable to read them all.

Mr To expressed concerns over the electronic scripts and controlled drugs not being available on this service, it was discussed around the process of this system.

Mrs Ha felt with this service you could be back a forth between pharmacy and surgery others in group also felt this.

Ann thanked the group for the hard work and input they have given the surgery this year to look at improving the experience of our patients and we look forward to working with you all again on this years projects.

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

Majority vote was to move the meetings back to a lunch time with immediate effect

**PLEASE NOTE CHANGE IN DATE FOR JUNE’S MEETING**

WEDNESDAY 3rd JUNE 2015-12.30 – 2.00PM AT THROSTON MEDICAL CENTRE

WEDNESDAY 2ND SEPTEMBER 2015 – AS ABOVE

WEDNESDAY 2nd DECEMBER 2015 – AS ABOVE