**Minutes of Patient Group Meeting – Tuesday 10th July 2018**

**Item 1**

**Attendances: DC, GJ, SJ, EH, CB, TS, Stephanie Raper, Dr Amit Kishore & Christine Auton**

**Item 2**

Apologies: Dr Carl Parker, Ann Heppenstall, Emily Orcheston-Findlay, GL and

BR

**Item 3 – Previous Meeting**

**Movement of patients**

We are still awaiting a decision as to patients being able to attend any of the 5 sites and that the contract was initially to keep the sites separate.

**Telephone System**

Steph explained our telephone provider has suggested changing our telephone system so that calls can be picked up at all sites but this can only be done when we have shared access to all sites.

**Promotion of practice**

There is a leaflet drop in place which is expected to run for 13 weeks promoting our practice.

There was concern that one of our sites would be closing. Dr Kishore explained that there are no plans to do this.

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

There were no slips in the comment boxes at any of the sites.

Steph confirmed she had received 7 complaints since the last meeting.

1 regarding GP Consultation

2 regarding Site mix up

3 regarding attitude of receptionists which has been addressed

1 regarding prescribing issue

**Item 5 – Surgery Updates**

**E-Consultation**

We have signed up for this and will give an update at the next meeting.

**Productive General Practice**

This is designed to help improve the surgery’s overall practice across the 5 sites. How to deal with Hospital letters etc more productively. All will be picked up by our new data team therefore will be dealt with more efficiently by streamlining the system. The new data team will hopefully be up and running by the 1st October.

**CQC Bulletin**

Steph explained that patients could receive this via e-mail if they wished.

**Item 6 – Commissioning**

Nothing to discuss

**Item 7 – AOB**

It was suggested that we open the doors at McKenzie House and Throston Medical Centre before 8.30 that patients can wait inside in bad weather. Dr Kishore said that hopefully with the revised appointment system patients shouldn’t have to wait outside.

Concerns were raised that patients are not able to see the same GP each time. Dr Kishore explained that we are trying to distribute GP’s to the same practice on the same days each week and trying not to be moving from site to site and that it has been a challenge to get a system that works.

Dr Kishore was asked about GP’s going into schools promoting health but he explained that at present time there is no time available for GP’s to be able to do this.

Dr Kishore was asked if the flu jabs this year would be the same as last but he explained that it is never the same strain each year so this years flu jab would be different to last.

**Next meeting: TBC**

**Minutes and Agenda will be sent out prior to meeting**