**Minutes of Patient Group Meeting – Wednesday 22nd March 2017**

**Apologies:** Mr Sh, Mrs Ha, Mrs Jo, Dr Sian Parker and Dr Carl Parker

**Attendances:** Mrs Ri, Mrs Rh, Mr To, Mrs Ca, Mr Jo, Ann Heppenstall (Business Manager) and Hellen Mackenzie (Receptionist).

Copies of the agenda were passed out to the group.

**Item 3 – Previous Meeting**

Appointments

Ann explained the changes made to the appointment system and how there is a mixture of appointments including: telephone consultations, pre-bookable and face-to-face.

Concerns were raised about people not attending appointments but having the mixture helps to keep DNAs down.

Late night appointments at TMC– two clinics on a Tuesday and three clinics on a Thursday between 6.30-8.00pm

A review of the appointment system is underway. The practice is looking at the possibility of having appointments available up until 5.30pm and also over a lunchtime period.

There is a possibility of appointments being made available from 5.30 – evening.

Ann asked the group if they could think of any other ideas and feedback to her.

* Mrs Ri commented about the appointment system being full
* Mrs Rh suggested that the surgery has a ‘holding list’ were someone could ring patient back if a cancellation was made - Ann explained that the surgery would have a large list so may not work.
* Mrs Ri asked about the queue outside on a morning – Both Mrs Ca and Mr To agreed that patients should not have to wait outside of the surgery. Ann explained that this is the patient’s individual choice and if they choose to queue that is there choice.
* Mr Jo suggested a shelter for patients whilst they wait. - Mr To asked Ann to find out how much it would cost for a shelter to be put up.
* Mrs Ca prefers the new appointment system.

Ann asked the group for suggestions regarding how to minimise the queue on a morning.

Ann explained we have a large input of people signed up for online pre-bookable appointment and the receptionists do encourage patients to sign up to this service.

Mrs Ri asked about the appointments face-to-face and how they were made; Ann explained they are available on the day.

Mrs Rh said the receptionists do not inform the patient’s which site the appointment is arranged at.

Constitution Documents

Ann has requested constitution forms from pack be signed by group members; member is to keep one copy along with their own pack and hand 2nd signed form back to Ann.

Ann will be distributing forms to Patient Group members who were unable to attend meeting.

Practice Merger

Practice merger took place in October 2016 and everything is running smoothly.

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

Since September there have been 6 complaints received – Ann explained these have all been addressed.

**Item 5 - Additional Updates**

Staffing

Ann explained we now have a new nurse manager who is an Advanced Nurse Practitioner.

She explained that Sharon, Val and Amanda have put their notices in and there is a new Nurse Practitioner and a new practice nurse starting in April.

There have also been changes within the reception team with several new members working across all sites.

Mrs Rh asked if there was a reason for reception staff leaving – Ann explained that Victoria staff left due to changes but she is unable to comment further.

‘Staff Shout Out’ board

Ann mentioned she had introduced a shout out board where good comments and feedback for staff can be posted.

Home Visits

Home visits are being carried out by GPs and Nurse Practitioner.

Pilot scheme

Ann explained that there is currently a pilot scheme running between McKenzie Group Practice and social services. There are meetings every week whereby social services and other service meet to try to prevent patients being readmitted to hospital. The scheme has been running now for 6 weeks.

Ann explained that as yet there has been no feedback regarding the scheme.

**Item 6 – Commissioning**

Urgent care services in Hartlepool

Ann explained from the 1st April the Walk-in centre and Minor Injuries unit based at One Life Hartlepool will be moving to University Hospital of Hartlepool – leaflets regarding the changes are being distributed around to town to inform people of the changes.

Ann explained that if you need to see a GP out of hours you would need to call NHS 111 and they will arrange an appointment for you to be seen.

Mrs Ri asked if there were changes to the way you present to minor injuries – Ann explained that this is still walk-in.

Extended hours access

Ann explained that there is extended access for people to be seen by GP seven days a week but no information with regards to where the appointments would be or which surgeries are running additional clinic available at the moment.

Sat -3 hours

Sun – 2 hours

The service is available to any patient registered with a GP practice in Hartlepool.

Ann explained that every GP practice would have access to the appointment system so that we can make appointments for patients to be seen using this service.

Mr To said he feels the system would be overloaded.

Ann explained that she did not have any more information regarding how the service was going to be run or how it will work.

**AOB**

The group have suggested that a GP should try to attend meeting in the future.

GPs

Mrs Ca asked if we are getting anymore GPs

Ann explained that the surgery hopes the GP Registrar will be staying on with the practice. Ann explained that we also have regular locum GPs doing clinics and feedback from patients has been good. The surgery uses the same locums for continuity.

Doctor First

Mrs Rh asked if the surgery had stopped Doctor First and if any money was lost.

Ann explained that Doctor First was no longer running at the surgery and explained that no money was lost because it was funded by the CCG.

Mrs Rh said that when she rang the surgery the receptionist did not offer her a telephone consultation and was told they did not do them anymore but that she was also not offered a face-to-face appointment. She explained it has taken her one month to get in to see anyone – Ann explained that she would look into this matter.

**Next meeting: Wednesday 7th June 2017**