**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 1ST JUNE 2016**

**12.30- 2.00PM**

**Present**

Ann Heppenstall (Business Manager), Dr Carl Parker (GP Partner), Hellen Mackenzie (receptionist), Mr Do, Mrs Ha, Mr Sh, Mrs Sm, Mr Ch, Mrs Ri and Mr & Mrs Jo.

**Apologies**

Mrs Ca, Mrs Rh, Mr & Mrs To and Mrs Be

**Item 3: Feedback on minutes from previous meeting**

Everyone received the previous minutes and confirmed they were an accurate account

Ann apologised for cancelling last meeting this being due to personal circumstances

Text messages – consent needs to be recorded. But generic message can be sent (i.e. flu vaccination due) without consent being recorded; the practice will be commencing recording consent.

The practice would be looking at implementing a practice organisation chart in the new year to promote Nurse Practitioner role, Pharmacist and Specialist Respiratory Nurse.

All telephone calls at McK House and TMC are now recorded

Issue on wording on letter templates (i.e. Path Link letters, etc.) have been amended.

Dr Parker explained letters are a last resort as prefer to phone patients

**Item 4: Patient Group Practice Requirements**

1. **Access to both sites**

Mrs Ha suggested a bell at last meeting – Ann informed her that a bell had now been fitted at TMC and was located at the front door

Replacement of doors at TMC has been placed on practice improvement list when finances become available.

1. **Review of complaints**

Ann discussed complaints which the practice had received

1. **Comment Box**

No comments received

Mr Jo commented on the new flooring at Throston being very nice.

It was agreed that no further investigation was required into access and the group wishes to continue to receive feedback on complaints and comments at the meetings.

**Item 5: Surgery updates**

Dr Parker mentioned the changes in NHS regarding merging with another surgery (Victoria Medical Practice)

Dr Parker also mentioned that the practice will hopefully be getting a new GP as of September and a new Nurse Practitioner currently interviewing at the present time.

Biggest change in practice is the merge with another GP Practice (Victoria Medical Practice) and Dr Parker explained that the surgery needed other surgeries to merge with to make a larger practice.

Mrs Sm said: “practice wasn’t too small”.

Dr Parker explained the merge and that the group would eventually be able to access all sites and that the Doctor we are merging with is Dr Penny Hyde.

Mrs Sm and Mrs Ha said you can’t get through to the surgery or even get an appointment so more patients would make this worse.

Mrs Ha said it was easy to get an appointment at Throston and to get through on the phone but that she was told by a member of staff that if she changes from Mck House to TMC she has to be seen there and her notes would be transferred to TMC – Ann explained regarding patients paper notes and how this worked.

Mrs Ha also commented on only one receptionist on the front desk dealing with phones ringing and queue: “how on earth are the staff supposed to answer the phones?” Mrs Ha also mentioned no ring back – Ann explained that it was different companies who provided this service.

Ann asked the group if they would like an appointment system in which we book appointments or as it is now – groups preference was to leave appointments system the same.

Mrs Ha was saying as for going online she doesn’t have the means to do so and she feels that online patients are getting all of the appointments – Ann explained this was not the case.

Mrs Ha was asking for a text appointment – Ann explained not at the moment but maybe in the future.

Mrs Sm, Mr Ch and Mr Ri were in agreement that the surgery needs more GPs because of lack of appointments.

Mrs Sm asked about how many patients they will have – Dr Parker talked to the group and explained.

Mr Doh was happy with the surgery merging.

Mrs Sm and Mr Ri were interested in the number of patients from the other surgery and how it will affect us – Dr Parker explained what will happen (i.e. with other GP and Nurse). He also explained that we have a practice pharmacist who helps with appointments, budgets, etc. and that we have a respiratory nurse specialist who can see patients with COPD and respiratory problems.

Dr Parker explained that the surgery was the 2nd lowest in the town for prescribing.

Ann explained to the group about letter and questionnaire which was being sent to households regarding the merger and also regarding the public engagement meetings:

* Victoria Practice – 13th June 2016 2.00-3.00pm
* McKenzie House – 14th June 2016 1.00-2.00pm

Dr Parker explained about how the surgeries will be run.

Mr Do asked about redundancies and Dr Parker explained there may be as the other surgeries have managers, etc.

Mrs Ha and Mr Sh were saying it is terrible that you can’t speak to a doctor and how can you do this when you work – Ann explained re exceptions lists.

Ann gave the group her direct line and email address.

Ann & Dr Parker explained that DoctorFirst was introduced because of the volume of patients – Ann asked the group for their views on the appointment system and to feedback at next meeting.

**Item 6: Commissioning**

No information

**Item 7: AOB**

Patient group were given documents to take home

Letter to households regarding McKenzie & Victoria merging

Questionnaire regarding merger so they could see the types of questions that could be asked

Copy of group confidentiality statement - Ann requested if group could feedback to her before next meeting and if no feedback she would presume all were happy and would have the documents to sign at the next meeting.

Ann explained the changes regarding prescriptions. If a patient/pharmacy collects a prescription it is now recorded on the patient records

Mrs Ha suggested that electronic prescriptions were the best way forward.

**Item 8: Date and time of next meeting**

Wednesday 7th September 2016 – 12.30-2.00pm at Throston Medical Centre