**PATIENT GROUP MEETING**

**AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 6TH MARCH 2013**

**PRESENT:** A Hl Business Manager, Dr S P GP Partner, Dr HEl-S GP,SK Senior Receptionist, Mrs C, Mr M, Mrs M, Mrs B R, Mrs V R, Mr J, Mrs J, Mrs I W, Mrs MG.

**APOLOGIES:** Mrs W B

AH welcomed and thanked everyone for attending the Patient Group Meeting today and apologies were made. The group had 2 new members present Mrs W and Mrs G

Everyone received the previous minutes and agreed they were correct.

**Minutes from previous meeting**

Telephones:

The new telephone system is to be installed on 18th, 19th and 20th March 2013 at McKenzie House Surgery. The new telephone number will be 01429 230000. An advert will be put in the Hartlepool Mail and the free Easter paper.

**MG** enquired how the system will work and **AH** explained. Between 8.30am and 9.00am an extra line has been added and there will be a short queuing system. Patients will ring the same number for different departments and options will take them to their required department.

During fitting there may be approximately half an hour ‘down time’ but lines will be diverted to a mobile number. If patients ring the old telephone number a message will give them to new contact number.

Access:

The new appointments system, Doctors First is aimed to be in place by 20th May 2013. Phase 2 training is now in place. Funding has been made available and a leaflet drop will be done and the new system will be mentioned in the mail advert. Advertising material will be distributed as soon as it is received. **AH** asked the group if they felt that any particular places/people should be contacted but the group agreed to allow the practice to advertise in their normal way.

**AH** agreed with the group that there will be some initial confusion for patients.

Questionnaires:

It was agreed in October 2012 to survey 1,000 patients. These questionnaires will be issued after the new telephone system and appointment system is in place as previously agreed. This will be discussed further in the next meeting. Nursing homes and Pharmacies will be contacted and informed of the change of number.

General

**AH** mentioned to Dylan from Doctors First that **BR** had expressed her frustrations regarding the delay with this new system but he mentioned that it was out of his control.

System one is still undecided and therefore there is no further up date at present.

During the last meeting, Dr Pagni’s lack of pre-bookable appointments was mentioned. Ann explained that due to his shifts no appointments are available but the new appointment system will rectify this matter.

**Surgery update:**

Group meeting dates:

**AH** asked how often the group preferred to meet and it was agreed that every three months was preferred. The next meeting will be on 5th June 2013 and Ann will send out dates.

Time out event:

The surgery will be closed for staff training on Tuesday 26th March 2013 from 12.00pm regarding commissioning intentions.

**MG** commented that the Links report seemed to give McKenzie House a bad press although Mrs Green finds she has no problems with the surgery’s appointment system, staff and GP’s . **AH** explained that initially the bad report came from the queue outside the front door and during their most recent visit only 12 patients were actually interviewed which doesn’t give a true outlook to which the group agreed.

**Commissioning:**

The February meeting was unfortunately cancelled and Ann is still waiting to hear about future plans regarding meeting dates.

One plan is to look into improved community care regarding patients with a high number of admissions. Another area is to look at details and the quality of discharge letters and report any incidents regarding the discharge letters.

**Any other business**

NHS 111:

This will begin on 2nd April 2013. For immediate care the contact number is still 999.

**BR** asked if Throston Medical Centre could be refurbished as it looks cold and uninviting. BR also asked if money was available for carpets. **AH** explained that there is already a list of things to be done and **Dr SP** explained that financial matters are looked at the end of the financial year. A surgery from a different area had ‘New patients welcome’ in lights which was a good way of advertising. **AH** explained that it is a priority to increase the practice list size once the new telephone and appointment system is in place.

**Mrs M** mentioned the Headland Surgery saying that no appointment is necessary and **Ann** explained that they have a system whereby patients go and sit and wait to be seen.

**Mrs W** enquired about leaflets which where once available on the information stand outside the Nurses treatment room at McKenzie House which has now been removed. **AH** explained that this had to be removed due to health and safety but we now aim to display information depending on the campaign which is being advertised during that particular month. Nurses hold information leaflets and patients can ask Nurses for any relevant information which they might need.

**Mrs W** suggested Cancer related posters and Headstrong information which she will pass onto **AH** to arrange displays. **AH** explained that anything medically related can be displayed.

**Mrs G** asked if the patient group meeting can be held at McKenzie House Surgery and **AH** explained that this would be more difficult as the surgery is open to the patients throughout the lunch period and Throston surgery closes and by holding the meeting their cause’s minimum disruption to the patients.

**Mrs G** suggested hand sanitizers in the waiting rooms but health and safety procedures would need to be considered and there would be cost implications. The University Hospital of Hartlepool has had problems with the hand sanitizers but **AH** will look at the regulations.

**Mrs R** asked what time GP’s will start seeing patients when the new appointment system begins. Ann explained that these details are to be decided during the training which will be held in the near future. Both GP and admin staff will be given full training and feedback from the patient questionnaires will be useful.

**Mrs C** asked about continuity of care and **Ann** explained that this is priority. **Mrs C** also enquired about female GP’s being available but there are no female GP’s to recruit at this time.

**Dr El-S** mentioned that both he and Dr Timlin are training GP’s and a trainee GP should be available by August this year which will help to improve access.

**Mrs W** asked if the aim was for GP’s to speak to patients rather than face to face. Dr Sian Parker said that telephoning patients was to decide if patients can be dealt with over the telephone but they will be seen face to face if necessary. It is anticipated that 1 in 3 patients may need to be seen face to face and the GP’s will work similarly to the GP on call.

**Mrs J** asked about Nurse appointment’s which will stay the same. Long term conditions will be streamlined and anyone with several conditions will be dealt with during one appointment.

**Mrs G** asked about appointments online. This is probably something that will be looked at in the future.

Any items for the next agenda to be passed to AH.

**Date for your diary**

**MEETINGS SCHEDULED FOR 2013**

**Wednesday 5th June 2013 - 12.30 – 2.00**

**Wednesday 4th September 2013 – 12.30 – 2.00**

**Wednesday 4th December 2013 – 12.30 – 2.00**

**Wednesday 5th March 2013 – 12.30 – 2.00**