**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 5th MARCH 2014**

**12.30 – 2.00pm**

**PRESENT:** Ann Heppenstall Business Manager, Hellen McKenzie Receptionist, Dr El-Sherif Partner, Mr C, Mrs S, Mrs R, Mr & Mrs J, Mr D.

**APOLOGIES:** Dr Sian Parker, Mr & Mrs M, Mrs C, Mrs B

Ann welcomed and thanked everyone for attending the patient group meeting today.

Everyone received the previous minutes

Amendment requested by Mrs J minutes stated Mrs & Mrs J had used the hospital transport bus to go to the hospital which was incorrect they were just providing their view on the service Ann apologised and would make amendment.

It was agreed the rest of the minutes were correct.

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

Hospital transport for visitors

Hospital transport service was contacted by the practice and they confirmed to us that this service does take visitors to the hospital by this service but they are required to book a seat.

Clinicalsystem

This change over has taken place on 14th February and going smooth at the present time

Out of hour’s gp and attendance at Care homes

Care home policy is now to ring NHS111 who will follow protocol and direct either to out of hour’s doctor or arrange ambulance, currently under review. Dr El-Sherif explained emergency care plans that nursing homes have and the out of hour’s services.

Request for GP to attend meetings

Will aim to have a gp in attendance, this depends on the day & circumstances within the practice, holidays etc.Dr El-Sherif was in attendance and he is more than happy to attend future meetings

Heartbeat magazine

This magazine was contacted by the surgery and were made aware of the change in our telephone number and assured us that this would be amended for the next issue. Mr D informed the group that the latest edition had been distributed; he kindly offered to check if this had been amended and let Ann know. – update Mr D checked and in this edition no details of gp’s practices are in to monitor next edition.

Wheelchair access at TMC & risk assessment

Currently awaiting quote from Door Company - feedback next meeting

Door size at TMC does meet building spec regulations and both doors can be opened if patient has an extra-large wheelchair, appreciate can be difficult to open door if on own.

Reception desk at TMC

Builder has had a look at this and to alter this would require a full reconstruction, unfortunately this is not possible at the present time. Would look at higher chairs for reception staff.

**ITEM 4: Doctors First Feedback**

All present had reviewed the doctors first document provided at the last meeting and had nothing to address

Mrs R mentioned that the website had negative comments on some also old- Ann would look into this and feedback at next meeting.

**ITEM 5: Surgery Questionnaire Feedback**

Draft document regarding surgery questionnaire results was distributed.

Initially the group made the decision to aim for 1000 patients, it was discussed with the group that to date we had received 271 responses and after speaking to staff the feedback was that patients were not interested in completing, did not have glasses etc to complete, 50 random questionnaires were sent in the posts with stamped address envelopes with a poor response of 6 back, group agreed that this was not cost effective for the practice. The group decided to go through the responses we had to date and make a decision following the review. The outcome form the discussion with the group was they were happy with the feedback and felt we had achieved the answers to the new changes the practice had implemented and these answers provided them with information to look at a new questionnaire for this year, it was agreed the questionnaire process was complete and not to continue .

Group felt good feedback on questionnaire regarding telephone calls

Also with additional services the practice may start to offer in the future e.g. prescriptions on line, appointments on line text messages- with our new clinical system this is something we would be taking forward.

Mr D commented it would be a good idea if staff informed patients that they may get a call back after surgery had closed at 6.00 as patients panic and think surgery closes at 6.00 and they will not receive a call back- this would be discussed with the receptionists.

Group wanted to know about extended times at both surgeries

Ann explained McKenzie open all day, Throston close over a lunch time period this is being address if we have staff capacity to allow throston to remain open over the lunch time period. Two Late night surgery’s at TMC and currently a Saturday morning at McKenzie as a project to help A&E with winter pressure this will cease at the end of March

Mrs R asked what facilities we have for deaf patients Ann explained the policy that the surgery has in place and group were happy with this.

Mrs R asked if the questionnaire would be done annually – yes via the group

It was agreed by the group to evaluate the feedback and to bring suggestions for the new questionnaire to group at the next meeting.

Questionnaire results would be published on the practice website

**ITEM 6: Surgery updates**

Group was informed that we have a female gp commencing in June

We have a new nurse practitioner who commenced in February

Mr D asked about Dr V was he a new GP, Ann explained he was a trainee with us for 6 months with Dr Timlin as his mentor

Throston’s exterior will be getting painted from Monday 10th March 2014 with new external signage.

Mrs R asked about interior- it was explained waiting area was brick so no action on this but carpets and additional seating would be looked at this year.

Mrs S suggested in the interim could we put a bell on door to help with disabled access until we have an outcome with the doors – Ann would discuss with partners and feedback, Mrs J commented on having a mirror issue staff would still not be able to see.

**ITEM 7: Commissioning**

No feedback for the group

**ITEM 8: AOB**

Mr D asked if the practice had complaints procedure/positive feedback process – Ann explained we do and what this process was. Mr D informed us that D had been very helpful –Ann would feed this back to D

Mr C asked if it was easy to transfer from TMC to McKenzie – Ann explained it was not necessary to transfer between surgeries with the new system you can use either surgery

Mrs R mentioned that the advert in the paper had a spelling mistake – Ann will take this up with the Mail.

**ITEM 9 – Date and time of next meetings**

WEDNESDAY 4TH JUNE 2014 12.30 – 2.00PM AT THROSTON MEDICAL CENTRE

WEDNESDAY 3RD SEPTEMBER 2014 – AS ABOVE

WEDNESDAY 3RD DECEMBER 2014 – AS ABOVE

WEDNESDAY 4TH MARCH 2015 – AS ABOVE