**Minutes of Patient Group Meeting – Wednesday 7th September 2016**

**Apologies:** Mr Ch, Mr Do, Mrs Be, Mrs Rh, Mr & Mrs To and Mrs Ca

**Attendances:** Mrs Ri, Mr & Mrs Jo, Mr Sh, Mrs Sm, Mrs Ha, Ann Heppenstall (Business Manager) and Hellen Mackenzie (receptionist).

Ann started the meeting with an apology to Mrs Ri, who had mentioned that her title on the last minutes was MR instead of MRS.

**Item 3**

Appointments

Ann asked the Patient Group for their ideas regarding appointment system.

Mrs Jo asked if there will be pre-bookable appointments available

Mrs Ha suggested keeping telephone consultation and having pre-bookable ones.

Mrs Ri suggested a mixture of appointments and telephone consultations.

Mrs Hasuggested appointments after 5pm for patients who work.

The negative towards pre-bookable is that the appointments could be booked upto 3 weeks in advance.

Ann said decision day regarding appointment system was Friday.

Mr Sh mentioned that telephone consultations “don’t see people” and that something could be missed. Feels need Face to Face appointment.

Mrs Ha also agreed you need to be seen not talked to over the telephone.

The group agreed telephone consultations are good but patients need face to face appointments as well.

Committee of officers

Patient Group were given forms at previous meeting which needed completing. Ann explained regarding the form and what the committee does. Members of patient group were asked to hand forms back in.

Ann asked group members if they would like to take any part/role within the group (Sec/ Vice Chairman) – All agreed to keep the group as it is and to ask annually regarding change.

**Item 4**

Review of complaints:

Urgency of referral – completed

**Item 5 – Update regarding practice merge**

Date for merge approved – 1st October 2016

Ann explained about new changes regarding Journee going in with Victoria Medical Practice who will then be merging with McKenzie Group Practice

There is now a locum GP in Victoria

Dr Hyde is joining the partnership

Ann explained about locum for 6months to 1 year and also long term locum for 3 months.

Dr Carl Parker and Dr Nicholas Timlin will be dropping sessions with other organisations to help out

Ann explained McKenzie House will be the ‘hub’ with TMC and VMC as branch surgeries.

All doctors will rotate around all surgeries as will Nurses, Nurse Practitioners and HCAs. Reception team to rotate around at a later date,

Mrs Ri asked if she rings for Dr Timlin but he is at Victoria can she book in at any surgery – the answer was yes.

Mr Sh asked if the surgeries all had different telephone numbers – Yes

Ann explained that they were merging computer date and phones.

Ann explained that eventually we can link into the other surgeries and this would be happening shortly.

A refurb will take place at Victoria within the next 12-18 months to meet standards.

Mr Sh asked about parking at Victoria – Ann explained you have to pay but McKenzie & TMC are free.

Mr Sh asked about telephone – Ann explained there will be 3 separate phone lines.

Every house hold will be receiving letters/ information packs in October/November explaining appointment system, etc.

Ann informed the group that the Meds Team now have an additional phone line

Ann explained about the merger and how many people came along to Victoria to hear about it and how other groups have accepted the merge.

Ann said she would like an appointment system which offers several options for appointments: telephone, pre-bookable, etc.

The group asked for late night appointments – Ann explained we have 2 late night surgeries at Throston on a Tuesday & Thursday evening.

Mrs Ri asked if a GP was there on late night – Ann explained Nurse Practitioner.

There are lots of changes from 1st October and Ann explained receptionist would not be rotating around as much.

Mr Sh asked if McKenzie House GPs do home visits – Ann explained if patient rang with chest pain the patient would be advised to call 999.

Mrs Ri asked if you were seen as a home visit would the GP be able to see medical notes – Ann explained not at the moment.

Ann explained that although the structure of the surgery has changed - - there will be no redundancies.

Stephanie Raper will be Operational Manager based at McKenzie House.

Ann asked the group if they would like other members to chair the meetings – the group stated No.

Mrs Ri and the rest of the group wanted Ann and Hellen to carry on with Patient Group Meetings (all agreed).

**Next Patient Group Meeting is scheduled for 30th November 2016.**