**Minutes of Patient Group Meeting – Wednesday 6th September 2017**

**Item 1**

**Attendances:** GJ, SJ, RT, EH, TR, BR, Ann Heppenstall, Hellen Mackenzie & Dr Carl Parker.

Ann welcomed 2 new members to the group: CB & JR.

**Item 2**

Apologies: VR

**Item 3 – Previous Meeting**

Appointments

Ann asked the group if they had any issues they wished to raise – no one had any comments.

Ann explained that the appointment system is currently under review. Dr Parker explained that Dr Trivedi did have an idea of having an ‘open clinic’ running on a morning with booked appointments on an afternoon but that this idea was still being discussed with the Partners.

RT asked if the next meeting could be held at McKenzie Group Practice – group agreed this was okay.

BR and other agreed to have the agendas sent out prior the meetings in the future if this was possible.

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

Review of complaints since June: Ann explained the nature of the complaints and the outcomes.

There were no comments dropped into any of the comment boxes across sites.

Dr Parker explained about the complaints and the comment box: CB asked if there was any provision for good comments. Ann explained the practice does have a feedback board and messages from other staff members and patients are displayed on this board.

RZ explained he had tried to get through on the phone on several occasions unsuccessfully and ended up coming down the practice. He explained this was not the fault of the staff but was due to not being able to get through via telephone.

**Item 5 – Surgery Updates**

Dr Parker explained to the new members about the takeover of Wynyard Road, Hartfields and Fends contracts.

A new GP partner will be joining the practice from 1st October called Dr Amith Paul. Dr Parker explained that the practice has had a number of GPs enquiring about vacancies at the surgery.

JR asked if the new Nurse Practitioners and GPs will be working across all sites – Dr Parker explained that they will.

Dr Parker explained that the surgery has both GPs and Nurses who specialise in particular areas: Dr Trivedi – Respiratory, Dr Paul – Ophthalmology and Dorothy Wood – Specialist Respiratory Nurse.

CB asked if the surgery was the largest in the area and went on to explain that in London they had a member of the PPG go around the surgeries in the area who spoke to patients in the waiting area and asked them if there was anything wrong with the practice and what could be done to improve the practice. The patients were also asked their ailments but Mrs Richardson said that would not be appropriate as not confidential. Ann explained that patients have been asked about ailments in the past but patients did not want to disclose with non-clinical staff.

BR asked if more appointments would be available with the additional clinical staff – Ann explained that there were still appointments available today and reiterated that appointments are available to book same day, pre-bookable and online.

RT asked if a shelter would be built outside of the practice or if the doors would be opened early so patients can stand inside – Ann explained that staff would need to be employed to come in early to open the building up to allow for this.

Dr Parker updated the group regarding refurb at Victoria Medical Practice.

GJ said the practice should charge patients who do not attend their appointments like the dentists do – Ann explained that DNAs are recorded in the patient records if they do DNA.

CB asked about Doctor First telephone consultations – Dr Parker explained that the system was not working and some GPs were not leaving the practice until late evening when working on this appointment system.

CB asked what the practice had to offer in the way of mental health – Dr Parker explained about access to counselling services and other child & adult services in Hartlepool. He went on to explain that that two GPs in the practice were Section 12 trained.

JR asked how many appointment slots each clinician has to offer – Dr Parker explained it would be arranged for figure to be brought to the next meeting once collected.

Ann explained that there are currently four 3rd year medical students training in the practice on a Wednesday AM.

RT asked about referrals and how/why they had to go before a panel. Dr Parker explained this system is called CAsPeR whereby referrals are sent to a panel of medical professionals who decide if the patient warrants a medical consultation with a doctor who specialises in a particular area. This is to prevent GPs referring patients to services when appointments are not appropriate.

CB asked if the practice offers referrals for exercise programmes and smoking cessation – Ann explained the practice does signpost and refer to these services.

Ann explained plans for the Meds Team to expand in the near future.

JR asked if the practice gets charged when a prescription is sent to a pharmacy. Dr Parker explained that the pharmacy do get money for each item dispensed on the prescription but that the practice does review medications on repeat and remove any old items.

Dr Parker explained frailty is now a requirement in the GP contract and the practice will be doing work around this.

Dr Parker discussed pilot scheme the practice has been carrying out with social services around admissions into hospital.

Dr Reeve is working at the practice as new GP registrar and will be with the practice until August 2018.

How to reduce patients queuing was discussed: suggestion of patient self-check in was made.

**Item 6 – Commissioning**

Nothing to discuss

**Item 7 – AOB**

Nil

**Next meeting: Wednesday 13th December 2017 @ 12.30pm – McKenzie House.**