Attendees: Dr Syed, Mrs Ali and GP

Apologies: CM, SB, MH

Dr Syed opened the meeting. Areas of concern were noted:

* Access: Ease of speaking to GP. Telephone access was discussed. Mrs Ali confirmed that the surgery was in the process of procuring a new telephony system.
* Emergency appointments – GP raise a query about the availability of emergency appointments. Dr Syed reported that emergency appointments are available in each session and are bookable on the day. Emergency telephone consultations are also provided in addition to pre-booked appointments.
* GP asked whether female patients are offered chaperones. Dr Syed said that all patients, male or female, are offered chaperones. This is clearly signposted throughout the surgery and on the practice website.
* GP asked whether patients who fail to attend appointments for blood tests should be visited at home. Dr Syed explained that housebound patients, where appropriate, were visited at home. However in accordance with the NHS Charter, the practice has the expectation that able patients should attend their appointments at the surgery and take responsibility for their health.
* Dr Syed discussed Walsall CCG policies on Medications of Limited clinical value. He explained that certain drugs, such as paracetamol and Vitamin D, would no longer be given on prescription unless medically justified.

Dr Syed gave thanks and closed the meeting.

Actions: New Telephony system.