**Minutes for the meeting on 28.6.16**

**Meeting was attended by practice staff and patients:**

Dr Syed, Dr Ali, Dr Ismat, Mrs Ali, Sophia Syed, Lorraine, Jasvir, Palwinder, Amina, Asia, Mahjabeen, Noorun and patients Constance Morgan, Gillian Pearce, Sandra Borland, Maryam Hans and Abdul Patel.

Meeting was held with practice staff and patients, so we can have patients view and experiences and any feedback from patient to improve practice surgery.

Practice has increased up to 50 appointments per week from last year. 58% patients would recommend to others has also increased up to 62%.

Patients are happy to call in from 08.30 and feel comfortable speaking to staff and giving good level of advice and experiencing improved system, where they don’t feel comfortable calling the evening at 16.30 and speaking to staff, which they feel they do not give enough information and patients have to call back in the morning.

Waiting times to hold on telephones system is really good where patients feel they have to be kept on hold longer in other places. Patients feel telephone system has improved by answering calls.

Patient satisfaction with doctors is 98% and with nurses is 99%. Patients feel very happy and comfortable getting advice from nurses and also qualified prescribers. Patient also seeing practise pharmacists are very happy and finding it very useful.

Elderly patient prefer coming to reception and booking appointments and will not be using internet.

Patients finding Darlaston medical centre is clean especially using toilets and hand gels.

Sandra Borland has also introduced her self-working for NHS self-care management programmes and will be happy to attend future meeting and programmes.

**Patient needs:**

* Patient prefer mobile phone text messaging if system goes down.
* Patients prefer information board in the waiting area with eye clinic open access information. Information on physiotherapy open access. Cardio information such as phone number to contact and lymphedema information and contact details.
* Suggestion box
* Clock needed in waiting area.
* Automatic doors if possible especially disable use.
* TV should be on in waiting area with low volume so they could hear doctors when calling patients.
* CBBC on TV when baby clinics on Thursday.
* Staff photo board with names in the waiting area

**Future Plans:**

* Surgery sign and phone number needs to be changed, it’s old.
* Presentation on different medical issues eg. Dementia and Lymphoedema and will arrange meeting regarding diabetes and asthma clinics
* More information given on webpage regarding breast cancer, lymphedema etc. phone numbers and advice.
* Will be introducing medical student next year in September whereas we already have student nurse and practice pharmacists.
* Drop in sessions for diabetes life style changes in younger generation.]
* Staff uniforms

 **Action:**

* Calling patient in should be loud and clear and advice which room to go to.
* Patient information should not be shared and turn paper over when patient arrives at desk due to patient confidentiality.
* Staff informed name badge should be worn all the times.
* Give names when answering telephone calls, so patients are aware who they speaking to.
* One should be dedicated to telephone calls and booking appointments.
* Give patient more information on online booking and test results when complaining they can’t get through on telephones
* Any patient with conjunctivitis and minor eye problems should be referred to opticians. Optician list is available at reception desk.
* Please refer patients to pharmacy 1st to chemist with minor illness such as temperature, cough and cold. More information available at the desk in pharmacy 1st books.
* Be aware when printing prescription for patients. Chemists are ordering medications for patient who is not due and past medication which has been stopped by doctors and nurses.

Thanks for staff and patients for attending the meeting and next meeting will be held at practice on 21.9.16 at 1.30pm