**Minutes for the meeting on 21/3/2017**

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

Dr T Ismat (TI), Dr H Syed (HS), Sophia Syed (SS), Lorraine Clarke (LC), MH, CM and GP

**Apologies from:** Dr and Mrs Ali ( Vacation)

This was an open agenda meeting.

**Patient needs:**

* MH- raised a concern regarding how long Patients were having to wait on the phone before being answered, stating she personally waited up to 9 Minutes for the call to be answered. There was a discussion on the matter. It was felt that this was a problem at particular times, when patients were ringing to book urgent appointments. It was suggested that the surgery advertise that calls to the surgery be staggered on a notice board in reception. Specifically asking patients with non-urgent queries to ring between 11am and 1pm.
* MH- felt that offering Patients a phone consultation was a positive thing and feels that all reception staff need to be letting patients know that this is an option which would free up appointments and also save patients having to attend the surgery when it may not be necessary.Dr Syedsaid that telephone consultations are routinely offered to patients.
* CM- requested that Patients are informed if prescriptions are not issued and given an explanation given so patients are aware of any issues. Dr Ismat explained the process for issuing prescriptions. She said that prescriptions would only be issued if due and subsequently approved by clinicians. If a patient is requesting medication, which is not on their repeats, a receptionist must generate a request, which is then sent to the GP for approval. This may lead to a delay but is necessary for patients’ safety.
* CM- asked if there could be specific clinics for Diabetes, Asthma etc. LC explained that these clinics are in place and patients are reviewed as and when necessary.
* GP- requested that Practice leaflet is distributed to Library, Post office and local pharmacies.
* GP- asked If the reception staff are letting patients know about the availability of a female doctor, Dr Ismat confirmed that patients are offered available appointment if they request a female doctor some patients also ask for Dr Ismat specifically.
* MH- suggested that posters and leaflets in reception are organised differently with seasonal and relevant posters and information being available to patients, i.e.: practice leaflets, posters about Pharmacy first.
* GP- can information be given to patients who have to pay for their prescriptions when using pharmacy first and what they can use the service for.
* MH- regarding the Patient access forms she has volunteered to be come in and assist with registration after patients have been registered and issued with a PIN number and log in. As pin numbers are only active for 20 days from date of issue
* GP- asked regarding how the surgery was monitored and about Patient feedback forms, forms are available in surgery and can be done online. Currently 30% reply to forms. Dr Syed discussed the various ways in which the surgery is monitored and gave the outline of the GP patient survey, Primary Care Web tool, CQC and CCG monitoring.
* LC- asked about the possibility of the surgery having a Facebook page. Members felt this was not a good idea as it could be open to abuse and comments could be aimed at staff and personal issues raised which they felt wasn’t the appropriate method of communicating and issues which needed to be raised.

Dr Syed discussed in the meeting the CQC inspection and what actions had been taken as a result of the issues raised in the inspection. 4 areas of concern were raised and discussed in the meeting.

GP and CM wanted noting that the surgery had positive comments regarding patient care and how people are looked after at the surgery.

ACTIONS TO BE TAKEN:

1. A poster for the surgery about the availability of Telephone consultations to be done
2. Missing items on prescriptions and the reasons why they are missed
3. Receptionist ringing Patients with reasons for missing items and patients being contacted to keep them up to date on prescriptions
4. Pharmacy first poster in reception and a list of which pharmacies are a part of the service, and inform patients of what has to be paid for.

Thanks for staff and patients for attending the meeting and next meeting will be held at practice on 5th July 2017 at 1.30pm