

**Meeting Minutes
Patient Panel Meeting
20/11/2014**

Attendees: Dr Jamuna, Nafisa, PB, AA, EO

Friends and Family Test

- A member of the panel suggested we change the second question to “Please give a reason for your answer” this allows the patients to elaborate more on the reason behind their answer if positive or negative

Care Plans 2014/2015 (high risk patients for emergency admission)

- All patients above 75 must have named GP recorded into their medical file
- Patient at high risk must have a care plan offered, maintain a list of 2% which equates to +/- 100 patients

Carers Clinic every 2nd Thursday of the Month

- Rowan Preston has been allocated to our practice to help carers, she runs a drop in clinic every 2nd Thursday of the Month. All carers are welcome to attend to seek advice/support.

New salaried GP

- Dr Sayeed (male) has joined our practice for 5 sessions per week as a salaried GP

Hand Hygiene Sanitizers

- Practice has placed hand sanitizer in all clinical rooms and in the patient waiting area.

Training Practice

Dr Jamuna has finished her GP Trainer qualification and we have been approved by the deanery to be a training practice for Trainee GPs, from next year we will be having trainee GP's allocated to our surgery.

Premises Improvement

Discussed modernising surgery, improve the internal layout to facilitate more clinical rooms and create a better clinical environment. Improve the reception and patient waiting area.

Patient Demand

Increase in practice size has had an impact on work load and patient capacity within the surgery, looking at technology i.e skype, telephone consultation, self-check in systems to aid the practice in managing the increase with a reduced budget.

CQC Rating

The practice have been given a band 6 (highest) CQC rating based on performance indicators, we will be expecting a visit in the near future.

EPS

The practice will soon be going live with Electronic Prescribing Service, awaiting training which is due in February 2015. Practice will promote on the website, posters and verbally.

Coding Medical History

A member of the Panel suggested the consultants at the hospital should select the read codes for a particular procedures/disease and send patient letter through the links with the appropriate read codes attached. Avoids administration error when read coding

Vision Online

Made panel aware of new feature within vision online, before March 2015 patient will be able given access to see their medical history such as allergies and adverse reaction. A member of the panel wanted to know why they can't see the entire medical file also what will be filtered. Informed them that when we have training we will ask the trainer.