

**Meeting Minutes
Patient Panel Meeting
10/12/2015**

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

Infrastructure Grant Approval

Informed the group that the practice has been given the grant for 66% and refurbishment will be commencing next week, we showed the final plans and all members were happy. We discussed that there will be minor disruption to services but we will try our utmost best to work together in keeping the practice going during this build. Went through the different phases of the project and how this will improve patient access.

Valerie Wright (New Practice Manager)

Valerie has been hired to replace Brenda Stuart who unfortunately retired in September 2015, Valerie worked at Copsewood Medical Centre 20 years ago so she is coming back to join the team. We are very pleased to see her return and hope she can move the practice forward.

Dr Nkantah (New Salaried GP)

Dr Nkantah has been with us for few months; she has been employed as salaried GP and will work 4 sessions weekly. She has recently qualified as GP.

Tracy Ferry (New Part Time Nurse)

Tracy has been employed to work 3 sessions weekly, she is an experienced nurse and we are hoping this will resolve the shortage of nurse appointments; Chris O'Sullivan has come back from long term sick and has reduced her working hours. Marian has also dropped her sessions at the surgery so we hope the introduction of Tracy will stabilise the nursing services within the practice.

MJOG SMS Services

NHS England has stopped the funding for SMS messaging to patients to remind you of your appointment therefore our current provider cut the service at the End November 2015. We are currently looking at alternative providers of this service and hoping that the funding for this service will be reviewed. We have asked for 30 day trial with MJOG witch is a company specialising SMS bulk messaging after the 30 day free trial we will review if we take an annual contract out with them.

Friends & Family Results Discussion, following action points made:

Improvements Required	Action	By when
Telephone constantly engaged difficult to get through during peak times require a new system with a call waiting system and two lines for reception.	IT Grant from NHS England is available, put an application for funding 66% of the system.	End of April 2016
Improve Telephone Triage System	Patients expecting a call back from the doctor, receptionist must ask the reason for the triage, if patient say's its	Immediately – End of March 2016

	<p>private that is fine, this will help the doctor prioritise urgent calls. Also things that are not appropriate for triaging should be filtered by reception i.e. sick notes, reports and referral queries etc. this should be delegated to the appropriate staff members.</p>	
<p>Patient Check System</p>	<p>Receptionist are very busy during the mornings, this may be impacting patient care, in order to relieve the stress and negative feedback on NHS choices it will benefit the practice to invest in a patient self-check system this will free up the reception time and aid the practice in becoming more computerised.</p>	<p>End of April/Mid May 2016</p>
<p>Promoting services and good health outcomes by using other means.</p>	<p>Improve how patients are receiving promotional material within the practice, posters on the wall is not having so much of an impact, investing in TV system whereby we can have access to NHS health campaigns will have positive impact on the practice achieving our targets and improve patient outcomes.</p>	<p>End May 2016</p>
<p>Few negative comments about staff attitude and behaviour on FFT and also on NHS choices</p>	<p>Immediately book training on how to manage difficult patients and improve communication skills</p>	<p>End March 2016</p>