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

Friends and Family Test
Positive results, large proportion would either very likely or likely recommend their family/friend to join our practice.

Infrastructure Grant Application
The grant has been accepted therefore 66% of the total cost for any infrastructure, decorating, and internal layout changes will be funded by NHS England. Awaiting architect drawings and patient input on how this grant should be utilised in terms of internal layout, re-decorating, re-sizing the room, adding more clinical rooms and improving disabled access into the clinical rooms.

Suggestions
- Create an open waiting area
- Create a confidential and less open reception area with a glass barrier
- Maximise room space and create at least 3 new rooms.
- Modernise the downstairs, strip everything back and re-decorate

Copsewood Alliance Chemist
The online pharmacy would benefit the elderly, vulnerable and high risk patients as medication will be delivered to the door also improve the services the patients receive by Copsewood Medical Centre. Confusion with name as it can be abbreviated to "CAC" which means "rubbish" consider changing.

Staff Changes
- Tracey New Part Time Practice Nurse is starting on 7/4/2015 working 4 afternoons
- Informed panel that Chris and Marian (Practice Nurses) will be reducing their hours from April 2015
- Administrative Staff (Anne Durden) will be training to be a HCA (Health Care Assistant)

Dr Sayeed (Salaried GP) Leaving
Unfortunately Dr Sayeed will be leaving the practice in April 2015.

EPS Electronic Prescribing – Promotion
The practice is now EPS live, all patients with a nominated pharmacy would receive their prescriptions electronically, this has helped improve batch prescribing, improved efficiency and synchronised the medication in line.

How to promote:
- Advertise on the practice website
- Poster in reception area
- Inform all nearby pharmacies to encourage nominations
- Target patients who find it difficult to attend the surgery to collect prescriptions
- Housebound and Nursing/Residential home patients should be informed to nominate pharmacy

Patient Check in System
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. This would not affect receptionist jobs; this would allow the receptionist to carry out other administrative tasks if there was a self-checking.

Trainee Doctor
Joining practice in August, trainee will be in the first year of specialist training.

Managing Demand with reduced budget
- Fine tune the telephone triage system and consider other methods such as skype, video call etc
- Self-check in system for patients
- New integrated digital telephone system with voice recording to enhance patient care and improve communication.
- Use new technological systems in order to become more efficiency
- Look into other means of generating income and improving patient care i.e. online pharmacy attached to the practice
- If the triage system is used more effectively used this would increase patient contact and free up more face to face appointment slots,
- The self-check in system would reduce the queues in reception and free up receptionist to do more administrative work.
- Investing in software and adopting them within the surgery is the future of general practice, this will reduce costs, human errors and aid the surgery in becoming more efficient with time and money.
- A new digital telephone system with recording facilities would create culture of openness, reduce patient complaints and allow the practice to audit trail telephone conversations.