

<p style="text-align: center;">Barton House Group Practice Patient Group Meeting</p>

Date: 30.03.2017

Present: VF, PG, PK, Matthew Bench, Blessing Nwachukwu, Farzana Alam.

Apologies: JN, TS.

Minutes and matters arising from last meeting

Nothing to discuss.

Staff News

Dr Bench listed the following:

Dr Doshi will be leaving at the end of the week. She has worked with the practice for a long time. She started as a registrar, and then became a salaried doctor and then a partner. She will now be taking a break from working as a GP.

Dr Home who has also been with Barton House for some years will be leaving at the end of May. She has moved further away from the practice and commuting is no longer sustainable for her.

Barton House has been trying to recruit and is hoping to keep both the current registrars as salaried doctors to join the practice from August. There are also a couple of on-going locums who have been doing some sessions. A salaried GP position has also been advertised to fill Dr Home's sessions.

Dr Bench also talked about the following joiners:

A new Nurse Syrene Pollock joined the practice from February 2017 after Margaret Adegoke (Practice nurse) left end of last year. A new Healthcare Assistant Amalia Moisi also joined the practice from March. Riza Begum joined as a training secretary to cover the maternity leave of the existing secretary' Elizabeth Jones. A new receptionist Irene Edusah joined the practice under the Confederation training scheme to train as a receptionist.

PK enquired if the new healthcare assistant could take blood. She was informed that Amalia is able to perform blood tests and all other checks our usual HCA can carry out including annual health checks. She has extensive experience of working in another GP practice.

Patient Survey

Dr Bench explained that there was a plethora of various different surveys as to patient satisfaction of services, some of which were sent from NHS England to patient's home. They also do the Friends and Family survey which is sent in the format of an SMS to patients every time they see their GP. The survey that we have completed is one sent by the CCG as not a lot of response is usually received from the NHS England survey. The survey circulated by us received 62 responses. PG wanted to know if the comments and suggestions from the survey are taken

into consideration. Mrs Nwachukwu (Practice manager) informed her that we look into all the suggestions and implement as required.

Dr Bench also talked about the extended hours survey which looks to get feedback on how patients feel about Barton House providing appointments outside the normal opening hours. There are also other surveys which look at the various services that we provide such as phlebotomy, on call duty doctor etc.

End of year targets

All the people who suffer from a chronic disease such as diabetes, asthma etc are called in to ensure essential blood, urine and BP checks are done and that they are on appropriate medication to control their symptoms. Dr Bench informed the group that the new year begins in April and as it was the year end Amalia was helping to bring in patients who have been missed through the year to ensure the right patient care is provided.

TV and Queue Control:

Dr Bench talked about the TV being installed in the reception area. This has been done to effectively communicate information relating to healthcare and NHS and about our GP practice to patients. The reception seating arrangement has also been changed so patients can view the TV screen more easily.

The queue control has been implemented to ensure patient privacy. There have been a lot of complaints from patients saying they always find someone behind them when they speak to receptionists and thus their confidentiality is not maintained. With the queue system patients would now stand at an appropriate distance so the first person when speaking to a receptionist is now crowded. This is a trial phase to see if things would improve in terms of patient experience at reception. This system would be reviewed after a few months.

AOB:

VF mentioned the telephone system when calling for an appointment in the morning. She had been told that she was number 10 on queue and by the time she spoke to a receptionist she was told the appointments for the day were gone. Dr Bench explained to her that we operate on a first come first serve basis and offer what appointment we have available however anyone who does not get an appointment is offered a call back from the on-call doctor.

VF suggested that reception should have a list of symptoms which are classed as urgent to priorities who should get the on day appointments. Dr Bench explained that we operate on a triage basis as it is difficult to determine for reception who should be seen. Therefore all calls are passed through to the duty doctor who after speaking to the patient would determine if the patient would need to be seen and book them accordingly.

The meeting finished at 2 pm.

Next meeting date 29.06.2017