

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

Date: 29.09.2016

Present: Dr Matthew Bench, Farzana Alam, PG, JN, VF, JB, JT, TS, JA, NK.

Apologies: PK.

Minutes and matters arising from last meeting

Nothing to discuss.

Staff News

Dr Bench discussed the following staff changes

- We have been trying to recruit for a salaried GP since April and faced some difficulties. Dr Ward who joined us on the GP Confederation program will be joining us as a salaried GP from the middle of September to do 7 sessions a week.
- Dr Bohn has retired as a GP partner. She will be joining us back from September as a salaried GP and will be cutting down her sessions to work three sessions a week.
- We have taken on a trainee Clinical Pharmacist as part of a national program whereby pharmacists are trained to work in primary care to look after patients with chronic diseases such as COPD and asthma.
- We have three GP registrars who joined us in August. Two of the registrars will be with us for a year. They are at the last year of their GP training and once they complete the one year training with us they will become general practitioners. The third registrar will be with us for 6 months and will be going back to train in the hospital once she has completed her training with us at Barton House.

TV and BP machine for reception

Dr Cooke has suggested the idea of a television in reception to communicate with patients. The TV will be for the purpose of keeping patients up to date with latest news of the surgery, the services that we have and how to manage minor ailments and flu season etc. This will help to get rid of all the posters we have around reception as using the TV we will be able to advertise all the necessary information from a central location. We are looking into this at present and will come back with an update very soon.

The self-service BP machine will record a patient's height, weight, BMI, pulse and blood pressure. The details will then be updated onto the patient's records. Due to appointment issues we are not able to provide all newly registered patients with a health check with the nurse or health care assistant and with the help of the BP machine we will be able to keep patients records up to date and also identify the patients who has a high blood pressure that needs more input

from a clinician. The machine will be put in reception- at present we are looking into the best place to put this so patients' privacy will be protected.

Receiving blood test results over the phone

Questionnaire

We were planning on doing a patient satisfaction questionnaire which was previously discussed with the patient group however the CCG has announced that they would be rolling out a specific questionnaire which is more detailed about rating the general practice on various different factors. We are still awaiting confirmation from the CCG on the roll out date. The idea behind this was to collect enough data from patients that if NHS England was to question the quality of the service provided the practice we would have patient views as back up evidence.

AOB: Baby clinic changes

This is the first meeting of 2016-2017. Most of last year's meetings were about staff changes as we had many leavers and joiners. We have also had our boilers re-done and faced various on-going issues which are still being resolved.

The meeting finished at 2 pm.

Next meeting date 29.09.2016