

## **Notes from Patient Panel Meeting Wed 26<sup>th</sup> November 2014**

**Present :** Ian Davies ; Raymond Davison; Joyce Bainbridge, Alf Potts, Jean Smith, Jennifer Allen, Stuart Miller

**Apologies :** None

Welcome to Stuart Miller, our newest member of the group.

Anne, Joyce, Ian and Raymond had a lovely evening in Asiana on Friday 21<sup>st</sup> November. Looking forward to our next night out.

Notes of last meeting ; agreed.

### **Agenda**

#### **Lease**

The partners have agreed to sign the lease. This will be up for renewal Oct 2017.

#### **Patient Survey**

Some of the panel members have agreed to look at the in-house survey and revamp ready for our survey to start Feb 2015.

#### **Friends & Family Test**

This is currently underway in the surgery and Anne will ensure the results are available in the surgery, on our website and in practice newsletter.

#### **Envisge Patient Call System**

We received a complaint from a patient recently as the GP was running late and they weren't informed. Although a notice is displayed in surgery regarding the possibility of late running appointments and the patient check-in informs patients that the gp/nurse is running late a new module will be included on the patient call-in system which will tell patients how long surgeries are running late.

#### **Phone System**

The partners are still considering whether to change to a complete new system, but the quotes are expensive. However in the meantime we are going to get 2 practice mobiles for outgoing calls.

#### **Riverview Out of Hours**

This service has now commenced again for the winter pressure months. Practices in the East Locality can pre-book appointments for evenings and weekends without patients having to go through the 111 system. Unfortunately patients cannot as yet book themselves into this service, but if there are any changes Anne will keep group posted.

#### **Carers Health Checks**

These are now well underway.

**Dr Toft**

Dr Toft is leaving us at the end of December, her last working day will be the 18<sup>th</sup>. We wish her well in her new ventures, she is off to travel the world. We are currently trying to find a replacement as there hasn't been any interest in the salaried GP ad we might have to employ locum GPs in the short term.

**Care Quality Commission**

The CQC have produced a banding system for GP surgeries ranging from 1 – 6. We are pleased to note that we are currently in Band 6.

**Any Other Business**

Joyce asked what do you do if someone dies at home. Anne will try to get some information leaflets to send onto the panel and display in the practice.

**Date and Time of Next Meeting**

Wednesday 28<sup>th</sup> January 2015 at 5.30pm.

**The Partners and staff wish all our panel members a Merry Christmas and a Happy, Healthy and Prosperous New Year.**