

## **Notes from Patient Panel Meeting Wed 28<sup>th</sup> January 2015**

**Present :** Ian Davies ; Raymond Davison; Joyce Bainbridge, Alf Potts, Jean Smith,

**Apologies :** None

Notes of last meeting ; agreed.

Thanks to Jennifer to the battery operated Christmas Tree lights. These will be put to good use next Christmas.

### **Salaried GP**

Many thanks to Ian and Jean for joining us on the interview panel for our New GP earlier today. We hope to make the final decision to appoint within the next few days.

### **External Signage**

This has now been ordered.

### **Telephones**

The practice has acquired 2 mobile telephones with unlimited calls and texts in an effort to reduce the monthly phone bills while decision on a new system is made.

### **Redundancy**

In an effort to move forward with increasing clinical demand and streamline our current service to work more efficiently it was agreed that the post of the Health Care Assistant was made redundant. This decision wasn't made lightly and the partners had considered this option for a long time. The panel agreed this seemed sensible.

### **Improvement Grant**

Some funding has become available and we will be putting in a bid for flooring in rooms 3 & 7. These were originally GP consulting rooms but are now used as nurse treatment rooms and carpet isn't appropriate. Bids have to be submitted by 16<sup>th</sup> February and Anne is currently obtaining quotes.

### **Radio**

The radio has now been removed from the reception area as the practice would have to pay 2 different annual license fees.

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

Although this has been running again since Nov 14 none of the panel has needed to use this service.

### **Extended Hours in Surgery**

Due to holiday / unforeseen circumstances some of our own Wed evening surgeries have been cancelled. However we will be re-providing these in the near future. There will be 2 Nurse Practitioner clinics held on Sat 14<sup>th</sup> February and appointments are now being made.

### **Public Patient Involvement Meetings**

Ian and Raymond have attended several of these in the past but don't find them useful.

### **Foundation GP**

The partners are keen to secure a placement for a F2 (2<sup>nd</sup> year foundation GP) in the practice this year.

### **Nurse Practitioner & Reception Staff**

The panel would be keen for one of the NPs and a member of the reception staff to join them at one of our next meetings for them to give a better insight into their roles. Anne will arrange this.

### **Triage System**

Ian thinks our triage system is superb and can't emphasise this strongly enough. He has used this service several times.

### **Night Out**

Hopefully we can have another lovely evening out in the near future. Anne will liaise with everyone nearer the time.

### **Date and Time of Next Meeting**

Wednesday 25<sup>th</sup> March at 5.30pm