

## Notes of Patient Panel Meeting Wed 30<sup>th</sup> March 2016

**Present :** Sue Colden Nurse Practitioner, Anne Ruffell, Raymond Davison, Alf Potts, Lynn Holman, Jennifer Allen

**Apologies :** Robert Lewin, Jean Smith, Stuart Miller, Joyce Bainbridge, Ian Davies

**Notes of last meeting :** Agreed

Matters Arising : Our Nursing Care Assistant has been given an extended 3 months contract.

### **Patient Participation Group**

No one was able to attend the last local meeting

### **Patient Surveys**

The results of our In-house patient survey were discussed. Overall everyone was pleased with the result and we met our objectives set last year. The results of this and action plan for this year will be posted on our website.

### **Extended Hours**

It was indicated on the survey this year that early morning surgeries are preferred. We have not always been able to provide evening surgeries when GPs are on holiday and when we have appointed Locum GPs it has proved very expensive. Over the last 2 weeks we have been opening up the surgery from 7.30am and this is proving popular and the partners are considering providing early morning appointments rather than late evening

There are more benefits to early morning surgeries i.e

- We can offer extended hours every day instead of just one evening a week.
- Blood, tests and other investigations can be done during the day which can't be done during late evenings.
- More feeling of security as only a minimum staff on duty late evening.

Lynn suggested sending out survey forms to patients and Anne will arrange this. The results and the partners decision will be fed back to the panel at our next meeting.

### **Care Quality Commission**

Dr Dixit has now been successfully registered as our 3<sup>rd</sup> Partner

### **Care Homes**

There is work going on in the locality and eventually care home patients may be allocated to GPs within their own vicinity.

### **Building**

The partners had a meeting earlier with Dr Sheth to discuss the future of the building and his intentions. Anne will keep the group informed

### **Diabetes Hub**

The practice has agreed to be a HUB for diabetic patients for insulin initiation and a meeting to discuss further will take place later this month. This will mean that patients registered at other surgeries can come to Ashburn instead of having to go to hospital.

### **Panel Night Out**

Raymond suggested April 29<sup>th</sup> for our next night out and Anne will ask partner and other members of the team if they would like to join us. Anne will liaise with Raymond.

### **Next Meeting**

Anne is on holiday the last Wednesday in May so this will take place on **Wed 1<sup>st</sup> June at 5.45pm**. If this isn't convenient for everyone please let Anne know asap;

Anne will advertise this once again in the Down Your Way section of the Sunderland Echo nearer the time.