

## **Patient Panel meeting Thursday 5<sup>th</sup> July 2018.**

**Present :** Dr Parry, Emma Stuart, Ian Davies, Raymond Davidson, Jack Curtis, Stuart Miller, Alf Potts, John Stubbs, Jennifer Allen, Lynn Holman, Joyce Bainbridge,

**Apologies :** Jean Smith

A warm welcome to John Stubbs our newest member of the panel, and Lee Johnson one of our previous panel members who is now able to join us again.

**Complaint** – discussed complaint that had come in re new bookings with the Midwife. The changes to the booking in of new patients was explained and the panel were happy with changes made.

**Recovery at Home** - Jack mentioned that he had problems with recovery at home prescribing antibiotics twice without asking him to submit a sputum sample to confirm he was on the correct medication. After being seen twice by recovery at home he was then seen by the GP who asked for a sputum sample and issued the correct antibiotics.

**Nurse Practitioner** – panel discussed changing NPs job title as the practice felt that some patients were put off booking in with her due to the Nurse title. All the panel agree that it is a great idea to change her title and also to her not wearing her normal nurse uniform but instead wearing her own clothing like a GP.

**Reception** - the panel mentioned that they think that the front desk in reception is a problem. They think it's too high and should be reduced down with the top taken off and then glass added for staff safety.

**Information Screen** - the panel think that the font on the information screen in the waiting room is too small, and the information promoted is outdated and boring. Unfortunately this is out of the control of the practice as it is maintained by the CCG

**Survey results** - panel happy with the overall results from the patient survey and agreed room for improvement for next year.

**Telephone System** – the panel were informed that the new phone system has been delayed because of problems with the cable installation. This should now go ahead on 28<sup>th</sup> & 29<sup>th</sup> August. They are happy that they will be able to order medication over the telephone on the messaging system.

**Premises** – no further developments at present.

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

Thursday 6<sup>th</sup> September 2018 at 4.30pm