

Patient Panel meeting Thursday 6th September 2018.

Present : Anne Ruffell, Raymond Davidson, Jack Curtis,

Guest Speaker : Rachel Forbister, Sunderland CCG

Apologies : Joyce Bainbridge, Ian Davies, Jean Smith, Pauline Hilton

Matters Arising : Apologies omitted in error from notes of last meeting 5th Jul.

Meeting

Thanks to Rachel Forbister from Sunderland CCG for coming along to our meeting today to talk about the new consultation types. Rachel outlined the new services which are soon to commence in the practice, and acknowledged and passed on appreciation to Ian for his input at the new consultation types meetings : :

E-consult an on-line tool available via the practice website for non-urgent advice. Please note that a response will take at least 2 full working days. This will be installed on our website in the near future as we hope to go live on Monday 24th Sept. 18

Video Consultations

Patients must be registered with Patient Access to use this service and must have use of a pc or smart phone. More information will follow in the near future of our go-live date.

Babblevoice

Our new telephone system was installed 28th & 29th August. There are a few “teething problems” but patients have been able to book GP appointments and order repeat prescriptions via the automated booking service.

Panel Social Event

Raymond is keen to organise another informal get together, probably in the Boar’s head, High Street East and we are looking at sometime in October, perhaps Friday 12th or 26th Oct as Anne on leave beginning of Oct and Dr Parry on leave 19th.

If anyone would like to join us can you please let Anne know which of the above dates would be best by **Tuesday 25th September**.

Date and Time of Next Meeting

Thursday 1st November 2018 at 4.30pm