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| PATIENT MEETING | | | | |
| Minutes | | 18th may 2016 | 12.30pm | lONGROYDE sURGERY |
|  | | | | |
| **Attendees** | Dr A Brook – GP  Dr J Preston – GP  Joanne Kellett - Practice Manager  Patient representatives - CH, PR, AR, JA, TK, CE  Apologies: SR | | | |

The Practice Manager opened the meeting by welcoming everyone. The actions from the last meeting were reviewed.

**AUDIT DNAs –** The DNA figures have not particularly reduced following the introduction of the messaging service that allows patients to cancel appointments by text. It was noted, though, that appointment availability is not particularly affected and patients are challenged by GPs if appropriate. The practice currently has a display on the noticeboard in the entrance hall and reception staff are actively obtaining up to date mobile numbers and promoting the service.

**Friends & Family** – The question on the form has been changed from “if you could change one thing about your care or treatment” to “please could you tell us why you gave that response” to encourage further feedback.

The figures from January – April are below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely likely | Likely | Neither likely or unlikely | Unlikely | Extremely unlikely | Unknown |
| 52 | 6 | 1 | 3 | 2 | 2 |

The negative results were all submitted via the tablet in the waiting room and none had any comments to back up the score so we are unable to determine if these are accurate and the reason for the result. The results above still show that over 87% of patients would recommend the surgery.

**TREE REMOVAL** – The practice applied to have one of the trees removed from the car park to create a further car park space but was unsuccessful. The response was “*the loss of tree at this time would be detrimental to the visual amenity of the area and its enjoyment by the public”.*

**Feedback on recent CHANGES**

In March our Healthcare Assistant/Receptionist/Administrator left. This gave the practice the opportunity to review the current structure and make changes. We have now employed another part-time practice nurse, Julie Eastwood, working 12 hours per week, 2 mornings and 1 afternoon. We have also appointed 2 new reception staff, Linda Townend and Michelle Linsky, who start week commencing 23rd May. Our current receptionist, Lynn Moffat, will take over the administration role. All three staff have previous GP practice experience and will fit in nicely with our current team.

**Any other business**

Dr Brook reported on the public consultation on proposed future arrangements for hospital and community health services as he is heavily involved in this in his role as Calderdale Commissioning Group (CCG) Chair. A summary booklet of the proposed changes is available in the practice. Dr Brook would encourage all patients to have their say by completing the survey available online at [www.rightcaretimeplace.co.uk](http://www.rightcaretimeplace.co.uk)

Following a query from one of the members, the practice will look at adding nurse appointments to the online booking service.

The next meeting will be in September/October 2016 – Practice Manager to advise of date