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| PATIENT MEETING | | | | |
| Minutes | | 2nd November 2016 | 12.30pm | lONGROYDE sURGERY |
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| **Attendees** | Dr A Brook – GP  Dr J Grant - GP  Dr J Preston – GP  Joanne Kellett - Practice Manager  Patient representatives - CH, PR, SR, JR, TK  Apologies: JA | | | |

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

**Calderdale Health Forum Feedback**

PR attends the Calderdale Health forum meetings and fedback to the group on recent discussions.

* NHS England are encouraging practices to increase uptake for online services. The number of patients currently registered for online services at Longroyde Surgery is:

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| --- | --- |
| Appointment booking | 523 |
| Requesting medication | 523 |
| Access to detailed coded records\* | 37 |
| Total % of patients registered for online services | 12.4% |

\*The number of patients registered for access to detailed coded records is lower as this is a recent introduction to the online services.

The practice will continue to actively promote this service over the next 12 months.

* Some practices have difficulty recruiting members to their patient group and PR reported that Voluntary Action Calderdale and other resources are available to practices to help with recruitment.

**Friends and Family Test**

The results from January – October were discussed (copy attached). 93% of patients would recommend the surgery to friends and family. We do believe some of the negative results in April were due to the electronic tablet in the waiting room not being used correctly.

The comments from patients have all been very positive and the practice is proud of its achievements to maintain such high results.

**CQC Inspection**

Following our CQC inspection in June, all PRG members were sent a copy of the final report. The practice achieved an overall rating of “Good” and the inspection did not highlight any improvement areas or further actions. The group were thanked for their commitment in helping the surgery achieve these results. Hopefully the next inspection will not be for another 5 years.

**Right care, right time, right place**

Dr Brook gave feedback on the right care, right time, right place public consultation

The Governing Bodies of NHS Calderdale and NHS Greater Huddersfield CCGs decided at the public meeting on 20 October to proceed to explore implementation on the proposed future arrangements for hospital and community services in Calderdale and Greater Huddersfield. They are now looking at the next steps needed to take this forward to develop the details and implement the proposed changes, as well as address concerns raised such as travel and transport.

**2016/17 Action plan**

The group were asked for ideas to develop this year’s action plan. It was agreed that the turning area in the car park is very tight, especially for larger cars or when the 3 front spaces are used. The practice agreed to look at improving the layout to make manoeuvring easier in and out of the car park.

The group noticed that the waiting room carpet is very stained and it was agreed that it may be better to replace with some form of wipeable flooring. It was agreed that the choice of flooring would want to be more in keeping with a waiting room rather than look too clinical.

Action Plan

* Look into the possibility of altering the layout of the front turning area
* Look into replacing the waiting room carpet with more suitable flooring
* Continue to promote the online service facility to patients

Next meeting will be arranged for Spring 2017.

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