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| PATIENT MEETING |
| Minutes | 27th january 2016 | 12.30pm | lONGROYDE sURGERY |
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| **Attendees** | Dr A Brook – GPDr J P Grant - GP Dr J Preston - GPJoanne Kellett - Practice ManagerElaine Aderaye – ReceptionistPatient representatives - CH, PR, SR, VD Apologies: CE, JA |

The Practice Manager opened the meeting by welcoming everyone and acknowledged the above apologies. The minutes and actions from the last meeting were reviewed.

**AUDIT DNAs -** PM sent letters out to 19 patients in November asking them why they hadn’t turned up for their appointments. Only 4 replies were received even though stamped addressed envelopes were included. The reasons given ranged from, “forgot” to “wrote wrong date in my diary”.

**MJog** – The new texting system was explained. Patients now have the facility to text “CANCEL” and their appointment is automatically removed from the clinical system appointment screen. Dr Brook said when he received an appointment reminder from his dentist that he has an option to reply OK to confirm. It was suggested that perhaps we could speak to Mjog and see if this was a feasible option.

PM will carry out an audit before the next meeting to see if MJog has reduced the number of DNAs.

We plan to increase awareness of Mjog and obtain up to date telephone numbers.

**Friends & Family** – PM explained that we now capture results in 3 ways – either by completing a form on the counter, by using the newly installed tablet on the reception desk or by going online. The results for the last 12 months have been very positive.

As we struggle to find areas of improvement from the comments, it has been suggested that we change the question. The current question is “if you could change one thing about your care or treatment to improve your experience, what would it be?”

**Feedback on recent Services**

**Pharmacist bid** - You may remember that I contacted you in August last year as there was a bid for a national pilot programme using fully trained clinical pharmacists in general practice. The idea was that they would be trained to carry out reviews on patients with long term conditions. Unfortunately this bid was unsuccessful but no feedback as to why was given. However, the practice now has a pharmacist who comes into surgery each week to help with audits and look at prescribing cost savings.

**Cardio Memo Machine** – Dr Grant explained that we had recently purchased this device to reduce the number of 24 hour ECG referrals to secondary care. Since June 2015, 7 patients have used the device who would normally have been referred to the hospital for a 24 hour ECG.

**Diabetic Clinics** – Once a month a podiatrist runs an afternoon clinic, from 1.00pm – 4.00pm for our diabetic patients’ annual foot check. From April 2016, the Practice Nurse will run a diabetic clinic alongside so that patients can attend for both their annual review and foot check at the same time. We hope that this will increase the attendance for these clinics. Patients will still need to attend for their bloods taking a few days before. Patients who cannot attend on these dates will still be able to book in with the Practice Nurse for their reviews at a more convenient time for them.

To improve uptake, if a patient has not responded to their bowel cancer screening or diabetic eye screening invite, the practice now writes to them to encourage attendance. Since April 2015 we have seen an increase of 12% for the bowel cancer screening. An audit for the diabetic eye screening will be carried out in April. We intend to take this approach when the breast screening unit is next in the area.

**CALDERDALE HEALTH FORUM** – PR attends the Calderdale health forum meetings and fed back to the group. A copy of the last meetings minutes are attached. All patients are welcome to attend these meetings and the PM will continue to send out the meeting details.

**Any other business** – Dr Brook has again approached the council regarding the removal of some of the trees from the car park.

Dr Grant suggested we produce a newsletter detailing all the recent/planned changes

ACTION PLAN AGREED:

* Promote the text messaging service and obtain up to date mobile numbers
* Continue to audit DNA figures
* Devise a new question for the Friends and Family form
* Follow up tree removal from car park
* Newsletter with details of imminent changes

The next meeting will be on Wednesday 18th May from 12.30pm – 1.30pm at Longroyde Surgery