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| PATIENT MEETING | | | | |
| Minutes | | 28th june 2017 | 1.00pm | lONGROYDE sURGERY |
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| **Attendees** | Dr J Grant - GP  Dr J Preston – GP  Joanne Kellett - Practice Manager  Patient representatives - CH, PR,  Apologies: SR, JR, TK, VD, GF, NF | | | |

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

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

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|  | **Nov 16** | **June 17** |
| Appointment booking | 523 | 564 |
| Requesting medication | 523 | 564 |
| Access to detailed coded records | 37 | 47 |
| Total % of patients registered for online services | 12.4% | 13.1% |

The target for the end of March 2018 is for practices to have achieved 20% of their population registered for online services.

The practice aims to encourage more uptake through notice board displays and new patient registrations. It was also suggested to give demonstrations to patients on how to access and use the online service.

**Friends and Family Test**

The results from January – May were discussed. 100% of patients would recommend the surgery to friends and family. (26 extremely likely and 2 likely). Again all the comments were positive.

As the Friends and Family test has been around for a few years now, it was felt that many patients will have already completed the questionnaire. It was agreed that the practice should, perhaps, target new patients to obtain their feedback. Questionnaires will be given to new patients when they have been registered for a couple of months to get their views.

**Access incentive scheme**

Calderdale Clinical Commissioning Group have introduced the Access Incentive Scheme for Calderdale practices. The schemes aims are:

* To improve patient access and experience
* All practices will be need to evidence that they are open core hours –

8.00am – 18.30pm Monday to Friday and expected to stay open to provide access for patients in person and by telephone

* Minimum standard across all Calderdale practices will be 70 appointments per 1000 head of population per week, averaged out from October 2017 – April 2018
* Ensure people assessed with an urgent clinical need have same day access to their GP, both adults and children

Attached is a copy of our practice action plan to enable us to achieve the above.

As a practice, we have generally been achieving these standards. The main changes are:

* The GPs will record any telephone consultations is a different format to make auditing easier
* The practice will open the front door and turn on the telephone from 8.00am

If you have any queries on the scheme, please contact Joanne.

**Surgery trees and waiting room flooring**

The practice has obtained a report from a tree surgeon regarding the state of the trees in the car park. The tree surgeon has submitted a report to the council (copy attached) to apply for some of the trees to be removed and others to be tidied up. If the application is successful, work should commence at the end of August.

The practice has agreed on new more suitable flooring for the waiting room, Dr Grant’s room and corridors. This work should be carried out in the next few weeks.

**Waiting room music**

Following the removal of fish tank, the waiting room was very quiet and conversations at the reception desk or telephone calls could be overheard more. The practice obtained a music licence and now plays Radio 2 in the waiting room. Most patients are enjoying the music station but we will monitor any comments or complaints we receive. We will also ensure the volume is not too loud.

**Calderdale Health Forum**

PRG member, PR, attended the forum on 13th June and fed back to the group. Attached are the notes and presentation from the meeting. Also included is a link to a survey which we would encourage you to complete. [www.smartsurvey.co.uk/s/recovery](http://www.smartsurvey.co.uk/s/recovery)

Once again the practice would like to thank Mr R for attending on behalf of the practice. I will continue to forward details of all future meetings if anyone would like to attend. The next meeting is on 12th September 2017

**2017/18 Action plan**

Action Plan

* Continue to promote the online service facility to patients to achieve the 20% target
* Obtain Friends and Family feedback from newly registered patients a couple of months after registration

Next meeting will be arranged for early 2018 but if anyone wants to raise anything before the next meeting, please get in touch.

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