**Minutes of the Patient Group Meeting**

**Wednesday 26th September 2018**

**In attendance**: Navin, Steven, Di, Martin, Carl, Carol, Sandra

**Apologies**: Barbara

Diane, Assistant Practice Manager was introduced and welcomed to the group.

**Patient survey**

The patient survey done last year was discussed; this revealed good results in all areas. Satisfaction with phone access scored the least satisfaction. It was highlighted that despite increasing our number of lines and reception staff, getting through on the telephone was, at times, difficult. The phone lines are open from 8 am to 6pm each day. Patients are being encouraged to register for on line services which enable appointments to be booked “on the move” from a mobile phone, lap top or desk top computer. Carl offered to demonstrate how to use this service if we could set up a ‘dummy’ patient . The use of on-line services for appointments would decrease the number of calls. SF and DR to look at how better to promote this to our patients.

**Mental Health Practitioner**

We are fortunate to have a mental health practitioner working at the practice two days each week. Patients with anxiety, depression, or ongoing mental health issues may be booked into this clinic.

**MSK Practitioner**

We are shortly to have an MSK practitioner working at the practice who will be able to see patients with joint or muscle pain and he will also be able to do joint injections. This will be very beneficial as it will free up appointments for GPs who normally provide this service.

**Flu Day**

The Flu vaccination clinic has been changed to the new date of Saturday 13th September . This will be from 8 am to noon and is a walk in clinic for all patients > 65 and those in an at-risk group. Members of the Patient Group will help with surveys and directing patients to the next available clinician.

**Any other business**

* It was highlighted that there are sometimes long queues to the door and only one person on the desk. This sometimes causes difficulty in making patients falsely late.
* DR explained that there is normally a person backing up and now we have a new check in screen which will enable swift and efficient check -in without the need to queue.
* A question was raised if we are able to book two appointments on line. SF will look into the settings.
* All members of the group were thanked for their attendance and the meeting closed at 12 15 pm.