**Minutes of the Patient Group Meeting**

**Wednesday 23rd August 2017**

Present:

Dr Healey, Sandra, Navin, Carole, Martin, Stephen, Barbara, Stefan

Apologies:

Karen and Linda

Sandra welcomed everyone to the meeting.

**Patient survey**

To add question about the DNA rate.

National survey discussed. Telephone access has improved due to additional lines together with an increase in on line appointments. Seeing preferred GP – explained that due to different working patterns, duty surgeries and tutorials it is not always possible for patients to see their preferred GP at the time they wish.

**Flu clinic**

Saturday 7th October 8 am – noon. The help of the Patient Group is always appreciated. Any member who is available to help on the day please e mail Sandra As in previous years, surveys will be ready for patients to complete on the day.

**Pride in Practice**

We are keen to understand and support the needs of LGBT people and have recently had training to become a “Pride in Practice” surgery.

**CQC visit**

Following the visit in September we have fitted keypads to all surgery doors at both surgeries to increase safety. The CQC inspector re-visited the surgery on 23rd August 2017 and was satisfied that we have followed the recommendations.

**Lost appointments**

June 120 GP 78 Nurse appts (9.96 surgeries) approx. £3400

July 163 GP appts (10 surgeries) = one week of GP time

August to date 90 appts GP 63 Nurse appts

Discussion took place as to how we can reduce these non-attendances

**Prescription reordering service**

Explained that although we process and send electronic prescriptions to the pharmacies by 3 pm the day following ordering, it is necessary to check with your chosen pharmacy when it will be ready for collection.

**Damage to property**

We have recently had roof damage by vandals.

There being no other business, the meeting closed at 8 pm