**Patient Group Meeting – Wednesday 27th April 2016**

**Present:** Geoff Jolliffe Maxine Baron Old & New Members

**Apologies:** Old & New Members

Mike introduced the Patient Group to the new members, giving a brief history of the group what we have done over the last couple of years. He thanked everyone for attending.

Geoff discussed the ethos of the group & the need for patient confidentiality.

We discussed the frequency of the meetings & the need to communicate in other ways – Mike has setup Yahoo Groups as a private means of communication within the group. This is quick, we can share information etc. The frequency of the meetings is up to the group. The minutes of the meetings are posted on the Yahoo Group.

Mike encouraged people to post relevant information on the Yahoo Group – Furness Listening Events are put on here too.

Geoff described the ICC’s what they are – we have 2 Integrated Care Communities in Barrow Alfred Barrow & Barrow Town. The Alfred Barrow ICC is Risedale Surgery, Liverpool House, Abbey Practice, Family Practice & Atkinson Health Centre. Barrow Town – Duke Street, Burnett Edgar Medical Centre, Norwood Medical Practice & Bridgegate Medical Centre.

***New Build*** – there are some concerns about this & how the new model will work – we would like the group to meet up with the other patient groups who are moving into the new premises.

***Communication*** – we need to improve how we communicate with the practice population. We have recently carried out a mail shot to our entire patient population which was costly & very time consuming. Email was suggested – the group will look into this & come up with ideas i.e. practice leaflet.

***Previously identified problems;-***

Patient DNA’s, Access, Prescriptions, Patient Online Access, Access to GP’s

Geoff explained about the new telephone triage system, the reasons why we need to introduce this & that all research indicates that the GP is best placed to carry out telephone triage. They can deal with something far quicker on the telephone then a receptionist plus they can signpost the person appropriately if they do not need to see the GP. There were some concerns from the group about the receptionist asking “what is wrong with you” – Geoff explained that they need some information from the patient as they too might be able to signpost the patient to the best person to deal with their concern, it might be a repeat sick note, prescription problem which doesn’t always need a GP’s input. Maybe we need to review & standardise what the receptionist is asking – group happy to look at this.

***Patient Access*** – prescription ordering is fantastic we need to encourage more patients to sign up to this.

***Repeat Dispensing*** – is this the way forward we need to look into this further, there has been some reluctance at the surgery to go down this avenue but we need to start thinking of this.

***Long term plans*** – share nursing home visiting within our ICC, one Practice be responsible for one or two nursing homes & carry out regular ward rounds weekly. This will cut down on the demand plus improve the care/service that this group of vulnerable people receive.

We need to set some objectives and formulate a plan for the first year.

* Collect email addresses & mobile telephone numbers for forms of communication with patients.
* SMS texting to remind patients about appointments to reduce DNA’s.
* Prescriptions increase the use of the online ordering.
* Patient access online we need to improve this access is very clunky – the Group will target Emis.
* Contact the website developer to see how we can improve ordering prescriptions online.
* Standardised greetings for Practice staff.
* Improving patient education about ‘Choosing Well’ with their healthcare & signposting people to the appropriate place for care.
* Hazel Robinson has offered to do the minutes for the next meeting.
* We need to set a date & time for next meeting before we leave each meeting.
* Set up splinter groups to tackle the different issues.
* Sign everyone up to Yahoo Group messages.
* Group constitution is in the document folder for Yahoo Group.
* Share expertise & interest.
* Rotate staff to come along to the meetings to meet the group & explain how they work