**Patient Group Meeting Wednesday 15th September 2015**

**Present:** Geoff Jolliffe Maxine Baron Patient Group Members

**Purpose of the Group**

* Patient engagement is vital to help the Surgery review & amend current and future services that we have at the practice.
* Recruitment – there is a current crisis in the country with recruitment of Doctors and nurses to work in primary care, we have been out to advert since October last year for another GP to replace Dr Bath and have had no interest whatsoever. There are more and more GP’s taking early retirement due to the current pressure on general practice – we want to ensure that that doesn’t happen here so with the help of the patient group we can prevent that from happening. We have successfully just recruited a nurse practitioner who is due to start on 2nd November working full-time alongside the GP’s to complement the urgent care.
* What can we do about things that patient’s value but we don’t do very well – access, prescriptions, using services appropriately (patients) we need the Patient Group to help us improve these area’s – we have had success in the past but patient survey’s still indicate these area’s are of concern still.
* Hard to reach groups – we need to review ways of reaching this group of people and encouraging them to join our group.

**Engagement**

* We need to increase the numbers of the members for the group – how do we achieve this? Ideally we need 10 members to keep the group going.
* How do we recruit more members?
* How often should we meet & where – it was agreed today that we would meet every 2-months on a Tuesday afternoon or Wednesday evening & rotate this ideally the group would like a Partner and Maxine in attendance at the meetings. They are happy to meet at the Surgery too.
* Maxine is happy to continue with administrative support, she will rota the GP’s in to attend the meetings.
* We need a chair to lead the group – Mike has offered to do this and all present agreed with this. Mike has been elected chair of FORS.
* How do we recruit? Email shot to all patients who are on email; put a footnote on the Prescriptions, surgery website, Facebook & twitter.
* Profile of members – people who are willing to attend meetings, opinionated but not offensive people are ideal. Possible wording ***‘Do you think your GP Surgery could be better?’***

**Actions**

Future actions for the group to advise/help the Surgery with;-

* Review patient appropriate access to NHS Services
* New appointment system for the GP’s at the Practice – What about GP’s controlling & booking all appointments with them – GP’s triage all calls regarding access? We are looking at increasing the number of telephone calls each GP has every morning to 25 each they would then triage evey call into the Practice for a GP appointment then advise the patient accordingly. This would mean a reduction in appointments approximately 30 a day but when the Nurse Practitioner starts in November we will have an additional 27 appointments a day.
* Increase patient’s use of EPS prescribing – it is safer, quicker & saves people time with trips to the Surgery & Pharmacy – Mike is willing to show people how to use patient access, we are happy for this to take place.
* Design a card with I Want Great Care on one side & NHS Choices website on the other so that we can hand these out to patients – NHS Choices is a fantastic website for …………
* Listening Events in locality – can Maxine find out when they are & put on the Yahoo Group
* The surgery website – can Maxine contact My Surgery Website & ask them to put the online prescribing access into the Drugs Tab to be the same as the online access link otherwise this is going to cause confusion.

**Date & Time of next meeting** - Wednesday 11th November 2015