

Notes of Patient Group meeting held on Thursday March 23 2017 in the surgery waiting room.

Staff present

Dr DNP Singh

Care Co-ordinator

Practice Manager

Patients

MA

AB

CW

RS

RB

SA

PB

IB

DKD

FS

SR

KC

Introductions

Patients attending for the first time were welcomed and our Care Co-ordinator was introduced to the meeting with a brief explanation of her role.

A Briefing Note had been prepared for the meeting and circulated in advance. This formed the agenda for the discussion. Information set out in the Briefing Note is not replicated in these minutes and so should be read alongside these minutes..

CQC outcome

The 'outstanding' grading was welcomed by the Patient Group and Mike thanked those patients who had made themselves available as part of the inspection.

Action Plan 2016-17

Mike spoke to the various actions set out in last year's plan particularly those colour coded amber.

A full discussion was held on how best to promote online services which several members of the Group used regularly & found very helpful. The surgery lags behind on the percentage of patients using these services.

It was noted that text messages had been sent out and it was agreed that once the extension was built and Ramadan concluded for 2017 that some members of the Patient Group would host some sessions to promote online services.

The Care Co-ordinator spoke about the actions that she is undertaking to identify more appropriate support for those patients seemingly using GP services too regularly – the 'Frequent Flyers'.

Mike spoke about the nationally driven initiatives building on previous collaborative working.

Action Plan 2017-18

The Plan for the new Financial Year was discussed in depth & ratified.

Health Education Programme

One of the Patient Group members spoke about the positive benefits of the Diabetes education course. His partner had also taken part in a Carers Assessment and though there is not a great deal of funding in the wider system, he was reassured that they were getting as much practical and financial help as they could.

Other programmes and future plans noted.

Wider support for patients

The Care Co-ordinator, Clinical Pharmacist and the Pharmacy First Scheme are all aspects of enhanced care that are designed to reduce the burden on GPs whilst at the same time providing prompt focused support for patients.

A discussion took place on Pharmacy First & how best to use this.

Extension

Mike explained the detailed plans and layout for the new extension. Completion expected in mid-June.

All other items on the briefing note

These were noted.

Mike Newbold
April 3 2017