

## P3 Meeting 25 January 2015 4-5pm

Present: - Dr Rebecca Geary, Melanie Cullen, Tina Wood, John and Gay Middleton, Elizabeth Mount, Ann Wilson

Apologies: - Paul Ellis, Ruth Carter

<b>Service Improvement- Phlebotomy Services</b>	<p>Melanie thanked everyone for their support and suggestions about the new in-house phlebotomy service.</p> <p>There was general agreement that it is a good move. Melanie explained that the clinics are set up to start from 2 February but the Practice expects to have to adapt the service as they learn exactly how to meet the demand. The practice have taken on board Ann's suggestion about saving patients two trips and we have put additional slots in throughout the day for patients to have bloods done after they have seen a doctor if required. No-one knows exactly what the demand for these ad hoc appts will be so it might not always be possible.</p> <p>Action – review progress at next meeting</p>
<b>CQC visit 4 November</b>	<p>We are still waiting for the report. Melanie had had a message from the inspector to say the report was delayed as it had gone to national panel.</p>
<b>Partnership changes</b>	<p>The group had all been told about Helena Murch and Jonathan Gillard's plans to leave the Practice and lead a different life. P3 asked to pass on their best wishes. Rebecca and Melanie assured the group that we were going all out to recruit a great new partner or two and that there had already been a fair bit of interest. It is not entirely clear how patients on Helena and Jonathan's lists will be shared out as the other partners may also change their working arrangements.</p> <p>The advert will be out 2 February and interviews planned for 6/7 March. P3 had expressed interest in meeting candidates and Melanie and Rebecca said we hoped to build that opportunity into the interview process, perhaps an afternoon tea on 6th.</p> <p>Action – Melanie to keep P3 informed.</p> <p>Poster to be put in waiting room and patient board.</p>
<b>Newsletter</b>	<p>Everyone very pleased with the new style Newsletter. It was suggested that the hard copy would be better in large print. The electronic copy is fine as can be enlarged.</p> <p><b>Action:-</b> Melanie to speak to Ben</p>
<b>Friends and family Test</b>	<p>Nothing new to share, many patients sick of being surveyed. Patients have other forms to fill in when they attend, health questionnaires etc, so not interested in another form</p> <p>Melanie will bring progress report next time.</p>

<p><b>'Emergency' appts and ringbacks</b></p>	<p>Ann raised the concern about the meaning of emergency or urgent for same day appts. Rebecca explained the challenge of needing to see all the people who absolutely needed an appt on the same day and yet also be able to offer continuity for patients with on-going problems. The doctor doing same day appts is being overloaded with patients with non-urgent problems that have told reception their problem is urgent. The practice acknowledges there is a shortage of appts for 3-4 days' time. Melanie reported that the number of patient grumbles and complaints about the appt system had reduced significantly since introducing this system so general satisfaction is better. The main tests of being able to see a doctor same day if you need to and being able to book ahead to see your own doctor are met. Action – Melanie to write a piece for the newsletter and write a new chair card 'What are same day appts for?' and 'What sort of things can be dealt with over the phone?'</p>
<p><b>Waiting Room- health promotion board.</b></p>	<p>P3 complemented nursing team on the new health promotion board, they like the monthly themes and think it is a really good idea.</p>
<p><b>Focus of the meeting</b></p>	<p>It was agreed that it had been a very positive meeting focussed more on the practice than external politics and people had enjoyed meeting.</p>
<p><b>Date of Next Meeting</b></p>	<p>22 April 2015 1-2pm at the Health Centre</p>