

Attendees:- Dr Choudhury, Dr Abubacker, Yvonne Quantrill, Kelly Houghton, Ann Beard, Joyce Greener, Ann Marie Blake, Jan Hendle, John Hendle, John Wright, Eddie Bermingham, Caroline Dawson, Elaine Crimp.

Dr Choudhury welcomed everyone and we looked through the minutes of the last meeting.

Jan Hendle and Ann Marie Blake noted that there has been an improvement in reception since the last meeting.

We asked for some suggestions from the group members for our patient questionnaire. Elaine Crimp suggested something to do with repeat prescriptions and medication reviews, it was agreed everyone would give this some thought and report any suggestions to Kelly.

John Wright asked a question about consultants prescribing and Dr Abubacker explained that sometimes when medication is prescribed by the consultant, they do not have the full history available and there may be some issues that the consultant is not aware of when prescribing. Therefore it is important that GP's follow it up and make adjustments if necessary.

We discussed medication reviews being missed and how this happens. The review reminder is automatically printed on the prescription but people who use the chemists collection and delivery service, will never see a copy of their prescription. Chemists should be checking these. Kelly will check with Lloyds.

Staff update. We mentioned at the last meeting that we were interviewing for a senior receptionist. The successful candidate started with us but unfortunately after her first day decided she couldn't commit to the hours we required. We are now advertising internally and so far have one application. The closing date is Friday 19 April 2013. On this subject, Mrs Crimp asked what the difficulty with recruiting was as we had mentioned some 80 applicants. Kelly explained that because of the short term contracts we are offering, a lot of good applicants were immediately put off as they would be leaving permanent employment for temporary which of course people are reluctant to do.

Dr Choudhury explained the increase in staff since September, both reception/admin and clinical staff also.

He also explained that the doctors will now fortnightly be randomly spot checking each others referrals and record keeping.

Ann Beard informed us of an incident with her referral. Dr Ratha referred her in January, the letter was dictated and typed but never reached the hospital. Fortunately Jo has now resolved the matter. We have had similar reports of referrals not reaching the hospital during this time, and Jo our new secretary, is keeping a log of all of these. Mrs Beard praised Jo for how efficiently she dealt with and resolved the matter. To

avoid any such mistake in the future, we have had two days of training with the PCT on Choose and Book. All the referrals are now done electronically. GP's to inform patients when they are referring to contact the surgery in two weeks if they have not heard from the hospital with an appointment. We decided not to put a notice in reception so as not to clog up the notice boards.

John Hendle felt the notice boards were not big enough and are still looking a bit cluttered.

John Wright asked about the television in reception. We are not sure who this belongs to as there is an ongoing dispute about ownership of the fixtures and fittings.

Dr Abubacker asked if members would prefer their names being removed from the minutes before they are displayed to the staff. It was agreed by all that they can remain shown as the comments are for the benefit of the Practice, not just complaints.

Dr Choudhury informed everyone that most of chronic disease reviews have been carried out. Those that haven't are booked in. This is an enormous improvement on last year as no invites were sent out.

Elaine Crimp asked if there was any update on taking bloods at the surgery. Mel is waiting to get on the course which at present is fully booked but she continues to chase this up.

Dr Abubacker and Dr Choudhury updated us on the bidding process. Bell House are in the process of preparing their pre qualifying documentation. Two references are required and Janet Hendle agreed offered to be one of these as we thought it may be useful to have a patient group member as a referee.

Dr Choudhury informed us that community hearing and ultrasound services are going to be available from 1st May at the surgery.

Jan Hendle pointed out that the blind cords on the middle reception door are loose and unsafe with children running around the waiting area. Kelly will arrange for the handy man to come out and look at replacing them.

John Wright has asked for photographs of the GP's to be displayed in reception which everybody agreed was a good idea. Photos are available on the website. Will enquire about having them displayed in reception.

John Hendle and Caroline Dawson congratulated the team on the improvements so far.

Next meeting – Tuesday 21st May @ 6.30