**GRANGE REVIEWERS**

**MEETING 5TH NOVEMBER 2013**

**MINUTES**

**WELCOME AND INTRODUCTIONS**

Attendees: Fran Draper, Helen Burger

Martin

Christine, Don, Chris, Adrian, John, Julia, Brian, Pat

- Dr Care gave an overview of a “Day in the Life of a GP”.

**1 Update on the key points from last year’s survey.**

- Staff are getting into the habit of identifying themselves when they answer the phones.

- We have participated in a national audit of appointments and we are waiting for the results and recommendations.

- We are in the process of promoting the SystmOnline service; all new patients are automatically registered for the service. The old prescription service via the website will be phased out and closed by the end of December 2013. The SystmOnline service is much safer, as it leaves an audit trail in the patient’s records of medication ordered. We will look into the possibility/availability of releasing extra appointments to be available for online booking.

**2 Survey for 2013/2014**

- Discussed options to include in survey – the group feel it would be more beneficial to have questions relating to the surgery, rather than the questions relating to the doctors.

- There is a IPSOS survey that is sent to patients home by the department of Health that relates to the care they receive from the GP.

- It was felt that the survey was a bit “long winded”, which may put patients off completing.

- Martin has offered to look at the draft survey to see where changes can be made.

- The survey will run during December and will be available in surgery and online.

**3 General Practice Extraction Service (GPES)**

- Opt in/Opt out form discussed. The extraction of the information has been postponed for the time being due to lack of information given to patients. To be discussed in more depth at a later stage.

**4 Access to patient records.**

- It is proposed that patients would be allowed access to their medical records and we would like members of the group to trial it. We will send out further information as soon as we have it.

**Date of next meeting – 4th February 2014 at 17.30**