**Staff group meeting – 28th June**

**Attendees**

Winifred

Martin

Noelle

Fran

Dav

**Apologies**

Adrian Abel

Pat Bell

Angela Brown

David Lloyd

Douglas Holt

Cath Bailey

Patricia Booth

**Agenda**

There was a brief review of last meetings actions. DNAs are still an issue at the practice, and are affecting other patients getting an appointment when they need one.

Diabetic patients often cancel, and these appointments are 30-40 minutes each. Fran discussed how diabetic appointments are booked. The patient group suggested the diabetic nurse could call patients back if they cancel or DNA their appointment. It was suggested that we could book another appointment in for diabetic clinic – in anticipation of a DNA, or if a patient does not attend, the nurse could use this time for admin work. The patient group asked how we compare against other practices for missed appointments per week.

Noelle suggested moving onto something else for 6 months.

ACTION: To focus on another topic for the next 6 months

**Website**

Noelle has reviewed the website in detail and has suggested a list of changes. These are generally housekeeping updates. It was noted that the minor ailments leaflet is not the same design as the website, hence lacks a corporate feel. The patient group agreed the information on the leaflet is good, and we should keep that format for the website. The patient group agreed the self-help tab is useful. The patient group felt a search function would be useful. There was a brief discussion about re-ordering the staff and also including more information about what each clinician can do. This could help patients when they book their appointments online.

ACTION: DS/NC to update website as per Noelle’s detailed list of recommended amendments.

ACTION: Add search function to website.

ACTION: To re-organise the staffing order on the website (alphabetical), and remove Mr, Mrs etc.

ACTION: To update information about clinician skills and specialities.

**Promoting Online Services**

The group discussed ways to promote online services to increase the number of patients using online services to book appointments and order medication online. This could be promoted at this year’s flu clinics, when there will be a large number of patients in the practice. It was suggested the notices on the call screen could be reviewed. It was recommended that information displayed on the call screen should be kept short and punchy.

ACTION: Review the information on the call screen to ensure it is up to date and is displayed in short, punchy sentences.

**Staff Updates and Recruitment**

OUT

Tracy (Operations Manager) leaving after over 11 years of service. She is taking a role as Practice Manager at a practice in Bradford. She will be missed.

Linda Clark after 10 year of service

IN

Natasha – 30 hours - reception

Kelly-Anne – 38 hours – reception

Ashley – now working on reception as well as supporting other areas. 32 hours (temporary)

Hannah – 30 hours – temp over summer, until September 2016.

Plan to recruit another receptionist

Plan to recruit another Advanced Nurse Practitioner – Amanda

**Customer Services**

An issue was raised with the way some reception colleagues handle long queues at reception. It was agreed that reception staff should manage queuing patients as a priority wherever possible.

ACTION: To remind all reception colleagues they must deal with queueing patients first.

**Community Partnerships**

Fran discussed how the practice would be working with local secondary school North Kirklees Trust to promote good health through schools. Linda Flanagan, our Carers Champion will be involved with this as well.

**AOB**

None

**Date of next meeting**

27th September 2016 at 5pm.