NOTES FROM PATIENT GROUP MEETING 13th MARCH 2024

**Present**: Katy, Karen, Ian, Sue Miller (Practice Manager), Paul, Sue, Marilyn, Tina Till (Business Manager), Diane, Angela

**Apologies**: None

Sue welcomed everyone and introduced them. She introduced Katy from the Social Prescribing Team, who spoke about her role within the practice. She can refer patients to various groups within the City, either directly or from the GPs.

**MATTERS ARISING FROM LAST MEETING**

1. Paramedic Practitioner role was explained. Del Booysen holds this role in the practice.
2. Noted that Lisa Beard, Nurse Practitioner is retiring at end of March.
3. Appointments are now being offered at two weeks in advance. This has already been shown to reduce the did not attend rate. rate. It is hoped that all patients will be offered an appointment.

**OTHER THINGS DISCUSSED:**

1. Patients accessing records – raised by SC – It can be difficult sometimes as there may be things in the notes that should not be seen by patients and have to be referred to doctor
2. Doctors’ assistant – raised by SC – this is not appropriate
3. Ear Syringing – raised by SC – this has now stopped and no longer available
4. Measles programme – raised by AW – the programme for vaccinations has commenced for people born before 1978 and is ongoing
5. Telephone call back message – raised by Diane – the message on a Friday says call back in the morning, suggesting the surgery is open on a Sunday. Needs to be changed to call back the next working day.
6. It is noted that there are now three partners and five salaried GPs
7. There are two new Receptionists to help with demand starting in April. 8000 calls were received during the Month of January.
8. A new nurse has been appointed to replace Lisa Beard

Suggested to have a survey. Members asked to think about questions. Suggestions – Telephone system, Social Prescribers, etc

Members wished to continue with occasional meetings with Drayton Surgery

**DATE OF NEXT MEETING**: 3rd July 2024 at 5.30pm