

Practice Manager: Jacqui Squire

**Duncan Street Primary Care Centre**

Blakenhall, Wolverhampton, WV2 3AN

Tel: 01902 459076 Fax: 01902 455309

GP Code: M92012

Dr S. Agarwal, Dr S. Aggarwal, Dr S. Nazir,

Dr B Sangha, Dr R Farmah, Dr M. Kalhan

***Patient Reference Group***

**Minutes of a meeting held on Friday 20th October 2017, 2pm**

Present: Mr Randles (chair), Mrs Charles , Mr Hepworth Mrs Shaw, Jacqui Squire (PM)

Apologies

Mr Charles, Mrs Gooding.

**Minutes**

Mr Randles chaired the meeting and welcomed those that attended

The minutes of the meeting held on in June 2017 were agreed

***MATTERS ARISING***

There were no matters arising

***Comments Complaints***

JS informed the members there were no current complaints to address.

***Warning letters***

2 warning letters have been sent for DNA appointments. The PRG confirmed that they are fully supportive of the practice operating the DNA warning policy

***Comments/ Compliments***

JS confirmed that no written comments had been received. Mr Randles commented that the idea that a patient can book a double appointment, if more than one problem is to be discussed, works very well. Mrs Charles also stated that the service all members of staff offer is excellent

***Medical Students***

The practice is now involved with taking medical students and this is working well .Dr Kalhan is lead for this.

***Any Other Business***

*Practice Service – NHS Funding*

JS confirmed that NHS funding is steadily decreasing and there are no further Enhanced Services available to tender for. This means that over a period of time within the next 3 years, the service the practice offers will be amended from time to time and the picture could be very different to patients expectations. If members of staff leave for any reason they will not be replaced as the practice will not have the funding to do this.

*Care Navigating*

The reception staff are currently undergoing training for Care Navigating and this will go live in January 2018. This is a direction form NHS England. The basis is that the reception staff will have to complete a template and signpost patients to the best option for their care. This may lead to more complaints and longer waiting time for telephone calls. Patients will need to be more patient during the transition period of moving from one system to another.

Mrs Charles suggested that a patients notice be displayed informing patients of the change and request their understanding and patience during this time.

*PRG Support*

Mr Randles asked the group if they could think of any further ideas in promoting the PRG as attendance at the meeting was low. Coffee mornings were discussed but it was felt that given the demographics of the patient list this would not work. Mrs Charles had spent time in the waiting room trying to recruit new members but no-one seemed to be interested. Mrs Charles has agreed to maintain the PRG notice board from now on with updates and information and confirmed she would be happy to come in and give out leaflets to patients if needed.

Meeting closed 3.30pm

***Date of next meeting: Thursday 15th March 2018 at 2.00pm***