

ROYSTON GROUP PRACTICE - PRG

Minutes of meeting – 24.09.14

Present:

Angela Adams

Practice Manager

Dorothy Linacre

June Whitelam

Margaret Tinker

J Marson

Bill Newman

Maureen Eames

No:	Description:
1	Angela welcomed everyone to the meeting and introduced herself to Mr Newman and Mrs Eames who weren't present at the last meeting. Angela apologised that due to other commitments and annual leave, there would be no GP present at the meeting this month.
2	Angela gave an update to the group on the progress of the work being done to help reduce the number of unplanned admissions to hospital. The GP's have contacted many patients to discuss and put in place care plans, which can help with the management of our most 'at-risk of admission' patients. There was some discussion from the group regarding the consistency of the approach by some of the GP's. It seems that not all of our GP's were following the same system. Angela would feedback to the GP's the comments that were made.
3	Angela asked the group for feedback on the automated telephone system. They feel that the system is difficult for the elderly and that the order of the options needs to be changed. It is confusing and the option to speak to reception needs to be clearer. Angela will look into the setup.
4	There was a discussion regarding the general appointments system and the doctor's approach to patients during consultation. A member of the group felt very strongly that the GP's should be more familiar with patient's records prior to the patient entering the consultation and they should also consider a different approach when questioning patients, there also was an issue with reception staff ringing patients to attend an appointment, but the doctor being unaware when they arrived. Although this isn't the forum to discuss individual patients, Angela said she would feedback the general points raised to the GP's for their action.
5	The group felt it would be an advantage to the practice to employ a female GP. Angela said this is something the practice would like to do in the future.
6	There is a meeting in October to discuss the approval of the premises extension. It is hoped that this can be finalised with NHS England local area team at this meeting and then the practice can make progress and move forward with the plans.
7	A patient has reported a problem with the trees at the front of the surgery, Angela is to check with BMBC whether the trees are subject to a TPO before anyone is brought in to cut them back.
8	Angela thanked everyone for attending. The next meeting will be Wednesday 26 <sup>th</sup> November at 6.00pm