**Attendance**

JT

PW

PC

VM

JM

KG

JS

LL

DH Practice

JF Practice

**Apologies**

PyC

VB

**Agenda Items**

**Survey**

LB started by asking people what they thought of the changes Libby had made to survey. Then asked what the purpose was, as currently it was too broad.

Practice said they wanted to know how people found accessing the practice and using E-consult. What could be better? How patients are feeling about the new system.

JT – What did you want to find out? It would be helpful to have fewer questions that had free text box.

Committee agreed we want this survey to be meaningful.

LL – We need to have something that will help the practice to understand what the issues are or not.  
  
JT – Are there more emergencies because people haven’t seen a doctor? Are there any surveys that look at patient outcomes, such as people ending up at emergency department because they couldn’t get an appointment.

LB said yes ICB does that.

JF – The Practice has a separate section on its website and for e-consult for admin, for example sick notes and nurse appointments.

Judi – Can we simplify the questions? Just ask are people happy with the access they have to the practice now?

Have we got it right?

If no – please state why  
PW – Asked about general feeling of patients with access – Jane – generally complaints are down, telephone access is quicker

PW – Frustration from community. – Paula Wilson left the room

JT – Can we get access to District Nurses to share the survey? Debbie said yes we could share with District Nurses.

JG – What is general feeling about routine appointments? What are the targets – JF confirmed that routine – up to 4 weeks.

PC – it’s about perception of what’s reasonable? For example, a lump in a breast, how quickly should that be seen.

JT suggested it might be helpful to ask people how often do you visit the practice? If they have Long Term Conditions, they could be a more frequent visitor than someone who is hardly ever ill.

Discussion around what triage means to people and a need to let people trust the process. Practice – perhaps we need to change the wording to make it easier to understand.

**LB – Action – to devise shorter survey which is more to the point.**

**Health and Wellbeing Day – 30 September**

* LB said we need donations for the printing. Portabello Eye Care sponsoring the hall.
* Penny suggested Parish Council might do the printing for us. **LB to ask husband to design a poster.**
* Alan suggested Longfield Co-op – VM suggested Tracy Wood to support.
* VM suggested contacting Community Wardens to support re: MH contact attending.  
  LL– contact Phil from Healthwatch again
* **VM to share with** Alzheimer’s and Dementia Services to ask if they could come.
* Alan C – Horticultural Society – showing people how to grow their own veg  
  JT What about Dental – to explain why there are no NHS dentists – Longfield / Hartley Joan to ask the Hartley one to attend.
* JT suggested providers of counselling and voluntary services to come along. JT will ask Poly Clinic for providers of services to support the event
* Ear nurse – Joan to confirm
* JM suggested the Men’s Group coming along. Vee to contact.
* LB suggest the talk and Q&A in one go
* LB to ask Val to do chair-based Zumba class
* LL – suggested something from fthe practice to show people how the online e-consult is done.
* LL – suggested asking Hodgson’s pharmacy

**All to suggest further involvement and who could attend.**

**Newsletter**

A discussion was had about the Newsletter and what would be needed in it. Below was agreed on.

* E-consult Admin
* Interview with Clinical Pharmacist – Practice to provide
* The different people who work in practice.
* Practice news – appointments, leavers and starters.= Practice to provide update on Good
* ICB consultation
* How to cancel an appointment – NHS App
* What is Triage – Practice to provide description

LB said should would like the practice to send information about the number of DNAs and appointments provided, as well as interview with a Clinical pharmacist to show people what they do.

It was agreed it would be ready just ahead of the Health and Wellbeing Day.

**Practice news**

* JF confirmed the Practice was under a 26 Week improvement programme – to support them to provide better service
* CQC revisit – Come back with a Good. All congratulated.
* JMG are supporting other practices with new safeguarding process and the ICB is sharing our good practice with other practices about Safeguarding and prescribing and high risk drug process.
* Still quite a high level of DNAs
* Suggesting to have some low-level music playing. Changing the phone waiting time music to intermittent information.
* Some leavers, losing Hannah the admin lady, who is training up a receptionist to admin – Dr Chavda, will be leaving at the end of this month. Difficult to recruit for Salaried GPs

New Primary Care Network paramedic three days a week, Mike who will be coming in the autumn will also be a paramedic – They are non prescribing paramedics who can raise prescriptions with doctor if needed.

* Receptionist advert is out – with quite a lot of interest.

**AOB**

J asked if anyone is going on prescribing courses – Practice explained most people are already prescribers.

New Health and Wellbeing Coach to be joining the practice in a weeks-time – just offering health and wellbeing advice. How you are eating, guiding people in lifestyle choices.

Meeting Ended 8pm. Next meeting Thursday 7 September – Venue to be arranged – PC will see if we can use the library in Hartley.