

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 14 September 2017 at 1.00 pm**

Present: Patient members: SH, FL, RN, JO Staff: Dr RM, Dr MH, Dr SA, Dr DA
MM (Practice Manager), SP (secretary)

1. **Apologies for absence:** RP (patient member) and VP (receptionist)
2. **Minutes of last meeting:** The minutes were agreed.
3. **Matters arising:** none
4. **Receptionist survey results:** generally very good results with all questions scoring highly. Comments left on the website will also be reviewed as part as efforts to improve even further. SH commented that reception was much better than two other practices and RN that a patient's impression can depend on their own mood. FL felt that having no glass wall between reception and the patients was much friendlier. JO had overheard two patients complain about the length of wait for the phone to be answered: if a receptionist is unable to deal with the caller immediately a number can be taken and the call returned if necessary. The Comments Box in the waiting room also yielded mostly very positive remarks.
5. **Flu Clinics:** four sessions have been arranged, two mornings and two afternoons in October. This year no letters have been sent, only text messages as well as posters and a TV screen message within the practice and a message on repeat prescription slips. Patients unable to attend the clinics can book a routine appointment with the nurse or attend a local pharmacy. Usually there is a good take-up from the over 65 age group but no so much from young "at-risk" patients. Following a discussion it was agreed that MM would order some flu leaflets to provide reassuring information for wary patients. There are currently locum nurses on three days per week. There was a discussion about the possibility of a Physician's Assistant or Health Care Assistant for the other two days when there is no nurse.
6. **Neighbourhood:** following on from the last meeting, there was a further discussion about this collective of 12 local practices. This may involve sending patients to another local practice for a specialist service, rather than to a hospital.
7. **Any other business**
 - JO spoke about practices joining up, e.g. two practices in one building
 - SH discussed the meeting she had attended in August, regarding out of hours appointments run by a company, also the software needed to share computerised information. She reported much discussion but no resolution of how patients would get to practices further away. Currently out of hours appointments must be booked via the patient's GP but this is likely to change to directly bookable in the future.
8. **Date of next meeting:** Thursday 7 December 2017 at 1:00 pm