

# **Minutes of Blandford Medical Centre Patient Forum Group (PFG) Meeting**

**Tuesday 16<sup>th</sup> April 2019 at 2pm**

**Present:** Ray Falco (chair), F Hart, P Martin, B Whitesmith, L Delaney, C Jones, J Knight

**Apologies:** T Kalsi, J Harrison.

PFG Members informed that T Fee has withdrawn from the Patient Forum Group

Introductions made.

## **Update on Staffing**

Group members informed of CJ new Assistant Practice Manager role within the surgery and LD intention to withdraw from future meetings. Also advised of LM new role as IT/Administration Manager.

We now have a Paramedic on the team, Karen Luxford. She will be with us for a year initially and will assist with visits and triage calls. The intention is for her to eventually become a prescriber.

We are advertising for a new 6 session salaried GP and a Practice Nurse.

We also currently have 2 GP Registrar Doctors and 2 FY2 Doctors. The surgery has been accepted for a further five years as a training practice so we will have 3 FY2's from August 2019.

## **Extended Access**

JK advised that extended access is working very well and is proving to be extremely popular.

FH advised that family member had experienced difficulty at their booked appointment in Halstead as there was no record of the appointment being made.

JK advised this was a problem at that time that was out of our control but changes had been made to the system and we have now been made aware that we can only book appointments before 4pm.

## **Newsletter**

This was discussed and a plan for a newsletter to be put together by CJ and J Harrison. This should be readily available to patients and clear on the website for all to access.

It was also discussed that it would be beneficial to try to have a dedicated area on the website for Patient Forum Group information.

## **Call Screens**

It was felt that the call screens in the waiting areas should have more relevant information to the practice i.e. Forum Group info, DNA data or surgery information. This may be restricted by the service provider.

## **Patient Access**

Some problems experienced accessing this information; JK advised it may require new passwords to access as the system had changed due to GDPR compliance.

### **Phone system**

This was discussed the changes were deemed a success; it was felt that the queuing system for 20 calls works extremely well. A positive review had been received on NHS choices.

### **DNA's**

It was requested that this information was made available at the next meeting and the pie chart information being presented again.

### **Future Meetings**

Dates clarified for future meetings, moving back to quarterly.

CJ to contact all current group members to clarify if they wish to remain in the group.

16<sup>th</sup> July-2pm

15<sup>th</sup> October- 2pm

14<sup>th</sup> Jan- 2pm