

Patient Panel Meeting
Thursday 21st June 2018

- Emma's return to work
- Drop curb outside surgery
- New alarm system
- WIFI
- New members of staff
- Telephone queuing
- Cluster group

A.O.B

- Weighing scales in the waiting room
- Call costs when calling the surgery
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Patient Panel Meeting on Thursday 21st June 2018

Attendees:

Patients liked having a rough guide of agenda beforehand. Asked if agenda could be emailed closer to event say a week beforehand.

Emma came back to work on 5th June. Available to contact Tuesday –Friday till 5pm. Shirley will be available to contact on Monday's.

Dropped kerb- council said we are not allowed a drop kerb where there are double yellow lines. Will keep phoning council to see what we can do.

Alarm system- A whole new alarm system has been installed by Chubb. If the alarm sounds G4S attend.

New security lights installed in Doctor's car park and outside the back door.

Door locked by reception- tightening up on security as we had an aggressive patient.

It was suggested that we put a sign up to notify people that there are no medications kept on premises overnight.

It was mentioned that sometimes there is a bit of a wait to get through the door in reception to the hallway, a bell by the door to alert the receptionists was suggested.

Wi fi- patient's will have access to Wi fi shortly, will also allow for faster clinical systems.

New members of staff- Gemma left last week. Sara also started her maternity leave last week. Ann joined last September/ October time, secretary. New receptionists, Claire, Joanna and Mindy also started last week.

_____ said he phoned one Wednesday and got put through to the deputising service at 3pm. Emma explained it was PLT training. Emma said she would contact MPS (phone people) to set up a message for when next PLT training is.

In general staff are professional and pleasant.

Telephone queuing- We looked into this but it was very costly.

New phone system- Patients have found themselves being cut off whilst on the phone to a receptionist. Keith is looking in to this. It was suggested that a message was put on website as a notice to patients.

We are now part of a Cluster Group (Go West) which is independent from the CCG. We have been teamed up with Woodside medical Centre, Forrest Medical Centre, Jubilee Health Centre and Broad Lane Health Centre. Every surgery has been put in a cluster. They have been given a transformation fund to improve services.

Black Pear- There is now an extended hours service at Stoney Stanton Road, Woodend and Station Avenue for appointments at weekends and after work. 111 can book you into these clinics. Emma said she would contact Michelle/ Jerry Horne to see if she could be provided with adult size posters to advertise the Black Pear service. It was suggested that it could also be put on our website.

It was asked if the newsletter could start again.

Also asked if we could update our website.

Soap dispensers- it was said that the dispensers in the toilets are too high. Also recommended we get a toilet roll holder.

It was suggested that to take some pressure of the doctors could a blood pressure machine be put in the waiting room again and also some weighing scales which provides you with a ticket that you take into the doctors. Emma said patients can be referred to Healthy Lifestyles now for weight management, exercise and healthy eating.