

#### Attendees

Dr Durkan, Claire Baggley (Business Manager), Karen Bartle (Deputy Business Manager), Katrina Flaherty (HCA), Shirley Hopkinson (Reception Manager), Alison Jacobs (Receptionist) & undisclosed patients x 12

#### Apologies

These were received from 6 undisclosed patients.

#### Minutes of Last Meeting

Claire asked if minutes of the last meeting (13<sup>th</sup> September 2017) were a true reflection of the last meeting, it was agreed they were.

Claire said that we should review and update the terms of reference at the next meeting.

#### Update on Practice

##### Practice Champions (PC) Update

The walking group (weather permitting) is running each Wednesday at 2pm from the surgery.

The Loneliness Group has built up a group of patients that the PC are visiting regularly.

Bankfield Conservative Club is the venue for the PC meetings.

PC to have more of a presence in the surgery ideally over lunchtimes in between clinics

Diabetes Group has been delayed until summer.

Thursday mornings, 11am – Drop in at Bankfield Conservative Club.

##### Medical Students

Claire updated the group on the students we have in practice at the moment (2 student nurses) and that the next 3<sup>rd</sup> year medical student is due in March.

##### Staff Recruitment

Claire advised that the practice plan on recruiting a new Advance Nurse/Clinical Practitioner and the need for this position – GPs wanting to reduce hours and we have a growing patient list size.

##### Calderdale Group Practice

This was discussed at the last meeting, Claire explained the principles of this – collaborative working, savings on maintenance, supplies etc, helping each other with staffing issues where possible/available for both admin/clinical. Claire also explained the impact of this on Bankfield – possibility of patients seeing a different clinician if one is covering from a different practice.

##### Access

Claire explained that an audit had been undertaken to look at the appropriateness of patients being seen by either a GP or an ANP. The reason for the audit and the results were presented to the group. Following the audit the practice have looked at introducing a triage system and Claire asked for thoughts from the group.

- One person mentioned privacy when the patient is at the front desk and explained that you can hear the receptionists in the back office from the waiting room. Claire explained that when we make alterations to the reception area that we will try to incorporate an interview room.
- Another person mentioned confidentiality and that they might want to keep their problem between themselves and their GP. Dr Durkan explained the reasons for asking patients for a brief explanation – to book into necessary time frame and with appropriate clinician but that if the patient didn't want to disclose then they wouldn't be forced to.
- A suggestion was made that a copy of the triage list the receptionist is going to be working to be displayed in the reception area where queueing patient could see it so that confidentiality couldn't be compromised by the people booking at the reception desk.
- A member of the group asked what effect it would have to online booking – Claire explained that this wouldn't impact online booking at all.
- Claire told the group that the new welcome message on the telephone had now been recorded by Dr Durkan.

##### Patient Feedback

An undisclosed patient put it to the group that the Improved Access didn't actually improve access as the surgery you had to attend was in Sowerby Bridge and therefore too far away and there was no direct bus route to the practice. Claire explained the principles of the improved access system and that it was there to offer appointments outside our working hours to those who couldn't be seen during the day. Claire also said that practice were due to feed back about the Improved Access and would include this in her feedback. Dr Dukan also explained that we had some concerns of our own which we were also going to feed back.

Claire asked for any other feedback from the group. Comments were –

1. There had been a great improvement to the Surgery and the staff over the last 12 months or so.
2. Reception staff are lovely
3. Reception staff have sufficient knowledge to be able to direct the patients to the right clinician and that one of the group had had personal experience of this. It was felt that they would deal with the new system well.

##### Review of Practice

##### Friends and Family

Claire shared the result of the January Friends and Family survey with the group, the majority of patients had commented that they would be extremely likely to recommend our practice to their friends and family. There had been some nice comments from patients too.

**AOB**

One member of the group asked if it was easy to register at Bankfield as she had been asked several time lately. Claire explained that as long as they were within the boundary then patients had the right to register at any practice they chose to and that it is a simple process too.

**Date of Next Meeting**

12<sup>th</sup> June 2018 at 4:00pm.