

PF explained that there is some concern that patients using the online system would not necessarily be clear that the appointments available were "untimed" and only for telephone consultations. A patient present at the meeting, agreed to try the system and feed back to PF

BLOOD TESTS

One of the group related the difficulty they had experienced getting a blood test appointment. PF explained that the practice was currently recruiting for an additional HCA which would improve access.

PATIENT SATISFACTION SURVEY

The "national" patient survey results were discussed – the results are generally pleasing.

There had been a 39% return rate of completed questionnaires which is above both the local and national average. The one disappointing result was that of "helpfulness of receptionists". It was thought that this was probably more a reflection on the previous difficulties with the phone system rather than the reception team. The group advised PF "don't take it to heart".

There was also a discussion on the recently published statistics regarding Consultants and services.

OTHER ISSUES

• COMMUNICATION WITH ATTACHED STAFF

One of the group asked how the practice communicates with the other "agencies" Health Visitors, District Nurses etc. AP explained the system using "tasks" from within the clinical computer system, and that the practice also had a monthly multi disciplinary team meeting where all associated staff are invited to attend and when patients of concern were discussed and any required action defined.

• USE OF THE BUILDING AT WEEKENDS

One of the group asked what happened to the building at weekends.

PF explained that the district nursing team used the building throughout the weekend but other than that it was not used, security been a major factor.

NEXT MEETING

September 11th: Topic – Federations

November 13th