**Minutes of the Patient Group Meeting 23rd March 2017**

**Points Raised**

At the last meeting the group expressed a wish to start a campaign against the blood service being taken away from the surgery and being placed in hospitals as a walk in service. I asked the staff in reception to monitor all complaints regarding this and I e-mailed, all of our virtual patient group asking them to come forward with any complaints. I received very few complaints from our patient virtual group and reception received mainly positive comments from patients with regards to the phlebotomy walk in services held at Arrowe Park Hospital, St Catherines Hospital, VCH in Wallasey and Eastham Clinic. I also brought this up at the staff meeting and it was said by the GP’s that we could not proceed with a campaign as there are not enough patients against this new service. Since this time there has also been added a further phlebotomy clinic in West Kirby.

One of the patients enquired whether we could make it possible for patients over the age of 70 with disabilities or very poor mobility to have their blood tests taken at the surgery because if they do not drive it is very difficult for them to attend these clinics. I will bring this to our next staff meeting.

One of the patients felt that lately it has been quite difficult to get a GP routine appointment. I explained that the GP’s no longer see as many patients as they used to because after a visit from the CQC they deemed us not safe as the GP’s were seeing too many patients in times allocated. The GP’s had to cut down their appointment slots and to also make them a little longer. They were also asked to make time to have more meetings between staff and other relevant agencies regarding patient care so communication of treatments and protocols are shared. The point of more routine appts will also be raised at our next staff meeting and will be spoken to as soon as possible to GP’s.

On this note I mentioned that we have finally received our updated certificate from CQC stating that we have obtained a good standard on all levels as we were initially failing in the above and the administration staff needed DBS checks (police checks). These are now displayed in reception.

Please contact Denise at the surgery if you would like us to raise any points at our next patient meeting (time yet to be arranged).