

## Minutes of Patient Group Meeting 23<sup>rd</sup> of March 2018

The patient group were asked their feelings regarding how they are managing booking appointments now that the phone system for booking routine appointments has been taken away due to cost. The patients at the meeting said 'all was okay and that you did have to wait a bit longer but as this was only in place for routine appointments that it was okay'. If patients are booking routine appointments please try to phone later in the day to leave the line free for those trying to book urgent appointments.

I explained that this week we have been conducting our own appointment audit regarding emergency appointments. These results will be published in the reception area after Easter or if you are in our cyber patient group you will receive an email regarding the results. It was discussed the reasons why receptionists ask patients to explain what their emergency appointment is for, this is in case we can redirect you to a more appropriate service, or alternatively ask the GP to give you a phone consultation in some cases this saves you visiting the surgery and giving the reason also helps the GP.

We have been asked to promote our on-line services if you are interested in these please contact reception and let us have your email address and then we can email you instructions of how to use this. This can be used to book routine appointments with the GP only and cancel them and order prescriptions you can also see what immunisations you have had and any allergies you may have. This can also be used to view extended medical records such as results and consultations (you will need to contact the Practice Manager for further information regarding this as there are stipulations).

The group asked if we could start publishing in reception the record each week of the number of DNA appointments. Please note if you have a mobile number please let us have it as you will receive reminders of appointments via mobile but can also cancel appointments by using the link sent to you.

For next year the group would like to discuss the new phlebotomy service and we will be looking into our on line services further.

Please contact me via email if you have anything to add to our patient meetings.