



# Frizinghall Medical Centre

## Patient Group Meeting

7<sup>th</sup> February 2018

1. Meeting Location : Frizinghall Medical Centre
2. Meeting Start: 11am
3. Meeting Scribe: Kaye Smith

### Agenda:

- Welcome and Introduction
- Discussion
- Next meeting and agenda

### Attendees:

Lynda Smith	Practice Manager	lynda.smith@bradford.nhs.uk
Kaye Smith	Patient Engagement Lead	Kaye.Smith2@bradford.nhs.uk
Jane Cunningham	Chair	Jane-cunningham@hotmail.com

### Discussion:

1. All agreed that the patient group needs developing and Kaye has agreed to make this her priority. The action plan is set to have one or more to attend the next Patient Group meeting. Also mentioned that even if patients cancel, the meeting will still proceed.
2. Discussion about recent patient questionnaires on the topic of appointments such as availability for patients, getting through on the phone and usage of online services. From these results a proposal was made to hand out another questionnaire on the topic of where patients went when they weren't able to get an appointment or get through on the phone. Lynda then suggested triaging these patients asking the

patients what is wrong with them over the phone, where else they went and discussing whether they should have been seen or if they went to the Out of Hours. These new questionnaires will be sent out throughout February and discussed at the March Patient Engagement meeting.

3. In regard to the online services, when patients are unable to attain an appointment over the phone, they should then be told they have the choice of going online to book the pre-bookable online appointment for the next day. Lynda mentioned that these were not being used therefore more advertisement and mention of these to patients is something to look out for and accomplish.
4. Access: introduce a new newsletter for patients every 3 months which Kaye agreed to produce with all the relevant information for patients at the time of publication by asking the practice manager (Lynda) and other members of staff important information they want the patients to be informed of.
5. To run a text and email registration form which Kaye will type out and distribute in the next week. This gives patients more online access and promotes better communication between the patients and the medical centre.
6. Demand: discussed child life support which was carried out over four sessions which was successful. Also, the promotion of online services had improved since the last meeting.

#### Agenda:

- more people in the meetings
- Newsletter and form sent out
- Run questionnaire on appointments then analyse in March meeting
- Online services, more info to patients