**MINUTES OF PATIENT GROUP MEETING – TUESDAY 11 FEBRUARY 2025**

PRESENT – Judith Harvey (Chair), John Flinders, Margaret Flinders, Lesley Hall, Viv Palfeyman, Cedric Norman, Mandy Hallam, Jane Wharton.

APOLOGIES – Roger Beresford.

Introduce new Chair of Group – Judy informed the group that she has now officially taken over as Chair from John.

Minutes of last meeting – were reviewed.

Jane informed the group that the same day access hubs are running until the end of February 2025.

Results of 2024 Survey – were reviewed.

John asked for the survey pie charts. Judy will email them to him.

Jane thanked the group for their support and time given in carrying out the survey. All agreed that it was an enjoyable experience, and the feedback had been overall positive.

Jane had presented the survey at a recent GP meeting. The results are encouraging and certainly do not mirror the GP National Survey. It shows that most patients accessing the surgery currently are satisfied with their experience and acknowledged that recent changes made to the phone system have improved this.

It was acknowledged that patients who have not used the callback facility perhaps do not have the confidence to use it, although the feedback from those who have is positive.

The group reflected on changes made to protect GP time for those patients who need it. We have a team of advanced nurse practitioners (ANPs), access to a pharmacy team for medication reviews as well as appointments at the hub on evenings and weekends. We use EConsult for electronic consultations via our website and this enables us to sift out any admin queries that would have previously used up a GP consultation. We discussed patient expectation and their reluctance to see other staff even if it is appropriate. For example, patients wanting to see "a proper doctor" rather than an ANP even when it is entirely appropriate for them to be managed by an ANP.

Members reflected on comments made by the 30-40 year old professional groups whose priority is to have as little time off work as possible. They felt unable to access late appointments. Jane informed the group that we have late telephone appointments (6.30 onwards) every day but she acknowledged that these are not restricted to certain groups of patients or a genuine need for a late appointment.

Jane showed the group some posters in support of general practice that the Local Medical Committee have produced. They felt that they had too much information on them to attract patients to read them.

Action re survey results

* Inform patients via SMS (click on an attachment if you would like to know more) of the role of the ANP.
* Add short informative messages about the ANP role in the phone queue.
* Consider the title of the role to be more reflective of their work.
* Review late appointment slots.

ANY OTHER BUSINESS

Cedric spoke of the difficulties in accessing the surgery in a wheelchair. Jane spoke about a bid for funding to redesign the front entrance with the main aim to create an additional clinical room. As a result, the door will be moved. We will ensure that his feedback is considered in any changes.

Car park – disabled space marking needs repainting. Jane had arranged this recently, but it was cancelled due to the snow. She is currently having difficulty finding someone to carry it out.

Lunchtime queues – Cedric reported that as the door is locked between 1 and 2 pm patients with appointments at 2 arriving early often must queue. The group were supportive of the surgery closing for training, admin, staff changeover, etc but suggested that we start surgeries a little later in the afternoon to avoid this.

John thanked Jane for Chairing the last meeting in his absence and for Judy taking over the administration for the patient survey.

NHS Futures Website – Viv encouraged members to access the websites and attend meetings that she had found informative if they are interested.

DATE AND TIME OF NEXT MEETING – Tuesday 13th May 2025 at 6.30 pm.