

PATIENT REFERENCE GROUP MEETING

Minutes of meeting held on Thursday, 16th November 2017 at Colton Mill Medical Centre

Present:

Andrea Mann	Practice Manager
Sue Leach	Patient Services Co-ordinator
Ian Oxley	Member
Stuart Green	Member
Harry Heaton	Member
Linda Heaton	Member
Vee O'Brien	Member
Shirley Evison	Member

Apologies:

Thomas Collins	Member
Janet Clark	Member

Minutes

Minutes from the meeting of 14th September were agreed

Agenda Item 1: Newsletter update – Andrea Mann

Andrea brought everyone up to date with changes within the newsletter and showed us all the draft of the newsletter.

Agenda Item 2: New appointment System– Andrea Mann

Andrea explained the new appointment system bookings to the meeting. Details were discussed as to how the appointments are booked and shared across both sites.

Agenda Item 3: Update on new online facilities for patients who want to book online and availability of online appointments

We now have a lot more appointments available to patients who want to book online – patients are being encouraged to register for online facilities. The benefits of online bookings were explained by Andrea Mann.

Agenda Item 4: Update on installation of the new BT system

The new telephone system is up and working after a few hiccups.

Agenda Item 5: Mid Year Reports

Andrea Mann gave us an overview on the complaints procedure and the protocols put into place by the CQC and NHS England to answer complaints. Our complaints procedure can be found on our website. We have had 14 complaints in a six month period. Andrea went through the statistics and explained the categories and outcomes of the complaints.

Agenda Item 6: New Physio Appointments

The Surgery has introduced a new Physio clinic which is being held at Colton. Patients can refer themselves into this clinic if they are suffering from pain in their joints, muscle or spine,

Sue Leach

Patient Services Co-ordinator