**

The Medical Centre 2 Frances Street

DONCASTER DN1 1JS

Telephone 01302 349431

Minutes of May Meeting 2023

**Appointment Availability – No changes**

* We give over 850 appointments per week (Our contract only asks us to provide 500 per week)
* We have access to the Health Bus with a GP on board
* You can go to a Pharmacy
* We have an in-house physio based at the Practice Tuesdays with 20 appointments a week
* We have access to book you into appointments at Cavendish Court and Albion Place
* We have access to book additional evening and Saturday appointments at The Scott Practice and Oakwood Surgery

Nothing has changed since the last meeting regarding appointments.

**Changes in the NHS and Our Practice**

* Limited Company
* Appointment pre-booking

When we met this was the first month as a Limited Company. Everything is running smoothly and no changes that have affected practice or the way we run. Chris Simmonds updated the group on the changes to the management structure which included himself - Finance and Administration Director, Dr Khan - Clinical Director, Abbie Brierley – Practice Manager and Victoria Stoddart – Assistant Practice Manager.

Changes in the appointment pre-booking also came into place to offer patients appointments within two weeks of them calling. This means no ringing back at 8am. The change came into place following guidance in the changes to the GP contract.

**Complaints and Compliments**

* Attached Family and Friends results.

We entered our third month into receiving no formal complaints. Any negative family and friend’s comments related to mainly not being able to book appointments.

**Patient Informatics/Education**

* Natalie from Healthwatch

Natalie from Healthwatch gave a talk on what Healthwatch are and what they do. She advised there are three levels to Healthwatch, locally in Doncaster, South Yorkshire and National. Healthwatch act a voice for patients putting forward their ideas to improve healthcare. They act as the patient advocate, help with any complaints or queries and act as on over body of your views or problems.

Healthwatch is independently funded, it isn’t funded via the NHS so fully represents their patients.

We then as a group looked at ways to improve patients’ information and education, which included communication methods, posters, and signs and where they are placed, screens in reception and a staff board.

A common problem within General Practice is some patients believe they only need to always see a GP and is far from the truth, in a modern, well organised practice (such as ours) over 80% of the problems patient come with can be dealt with by another member of the clinical team. Getting this information across to patients can be difficult but our medical support team are well versed in explaining the situation to our patients.

**Any other business**

* What do you want to talk about?

**Date of next meeting: 17th July 2023**