



# Frizinghall Medical Centre

## Patient Group Meeting

15<sup>th</sup> March 2018

1. Meeting Location: Frizinghall Medical Centre
2. Meeting start: 1pm
3. Meeting Scribe: Lynda Smith

### Agenda:

- Welcome, Introductions & Apologies
- Review of previous minutes
- Access and Demand Update
- Carers Awareness Campaign
- Terms of Reference
- Patient Questionnaire Review
- Chair?

### Attendees:

Lynda Smith	Practice Manager	Lynda.smith@bradford.nhs.uk
Kaye Smith	Patient Engagement Lead	Kaye.smith2@bradford.nhs.uk
Emmerson Walgrove	Patient Engagement Chair	emmerson.walgrove@btinternet.com
Jane Cunningham	Patient Group Member	Jane-cunningham@hotmail.co.uk

### Discussion:

1. Went through the last meetings minutes, agreed to keep promoting online services in the next surgery newsletter.
2. Discussed that Lynda went to a City Health Federation meeting where they gave all practices an iPad to enhance services for patients.
3. Lynda said there will be a new system regarding the telephones which will create a more fair system when booking appointments at 8am which Jane and Emmerson agreed will be a good idea.
4. Thorough update on the Access and Demand plans
5. Discussed the planning of a Bowel Screening morning or afternoon for patient to attend as the Breast Screening was a success last November.

6. Lynda gave information about what will be next discussed in the Practice Meeting and that it will solely focus on access to phones for patients.
7. It was mentioned that it has been noticed that Dr's have been coming into surgery approx. 10 mins after their surgery was scheduled to start and that it will be discussed with them.
8. Discussed the next network Patient Participation Meetings and what they entail, who can attend and when and where they are held.

Agenda:

- Dr Akhtar to discuss general events going on in the surgery and what is happening at recent CCG meetings.