**Church Farm Close Medical Practice**

**Patient Forum Meeting**

**Friday 30th June 2023**

Chaired by: Karen Nicholson – Practice Manager

Minute Taker: Anna Kiernan

Patients Present – RB, CT, PG, PW, CR

**Welcome**- KN welcomed everyone to the meeting and gave a brief overview of what we would discuss during the meeting.

**1. Telephones**

KN explained to the group that there are new targets being set relating to our phone system. All practices phone systems need to be changed to cloud based telephony by the end of the year. They need to have the ability to allow patients to save their place in the queue when they call up and they will get a call back once they are at the front. Our system is not able to do this, so we are looking to move to a supplier who provides this. Another feature is that there will never be an engaged tone when someone rings. We had set up our phone lines so that only 15 people could be in the queue at any one time, but this is no longer allowed.

Some of the group said they wouldn’t use the feature to keep their place in the queue and wondered how many patients would if asked but KN explained we do not have a choice and it is a requirement.

KN informed the group that we have spoken to BT who said they can’t add these features and would have to sell us a new system so instead we are hoping to look at the 5 approved providers who do offer these features and see if we are able to move to one of them.

**2. Appointment Targets**

KN informed the group about the way the appointment system has changed due to one of this year’s targets as 90% patients should get an appointment within 14 days of making it.

Reception staff are no longer able to tell patients to call back at 1pm-they must try solving the problem there and then by either offering an appointment or signposting to somewhere that can see them sooner such as walk in centre or 111. We have had to change how we do this gradually. We can now offer patients a same day appointment for urgent issues, and we also have routine appointments released every day for 7- and 14-days’ time. Routine appointments can be booked through online services or NHS app. We can have a few appointments further in advance but not too many. As a surgery we pride ourselves on offering as much as we can to our patients.

**3. Complaints/Compliments**

Discussed complaints with the group, in particular the NHS review page for our surgery. KN explained how the process works and we also discussed that there has been anonymous complaints left, and that when they are anonymous it is difficult for us to deal with as we cannot contact anyone to discuss further. KN also informed the group that on this website people can put positive reviews. Some of the group asked for the details of this so they could look and add a positive review!

**4. Buildings**

KN discussed with the group that we have been asked if we would want to move into the empty council buildings next door to The Manse by Councillor Diane Chapman. Discussion was had with the patients about different options if we were to move such as moving all the phones to Rothwell and adding some clinical rooms. We spoke about the importance of it being accessible so downstairs would be better than upstairs as it would need lifts fitting. KN said that there are lots of ideas to think about, such as having a practitioner for children’s mental health based there, and we would also like to become a training practice for new Doctors.

Spoke about access to grants if used for the community. The group spoke about concerns if it was a communal building, such as members of the public who are not patients being able to come in, and the worry that reception will end up being reception for the whole building.

**5. Leg Club**

One of the patients asked about the leg club and whether we use it for our patients. KN explained what the leg club was, and that our patients who would be eligible prefer to come and get their dressings changed by the Nurse here as their days for changing them don’t fall on the day leg club takes place.