



**Fountain Medical Centre
Clinical Staff Meeting**

Location: Fountain Medical Centre, Seminar Room

Date: 8th October 2024

Topic: PCN Meeting with Patient Participation Group

<p>Present: JB, AC, SI, SR, LF, ED, DC, SL & JB</p> <p>Chair of Meeting – JG, KR & LH – Secretary : JG</p> <p>Apologies: SP, RT, TS, LH</p>	
<p>JG welcomed everyone and thanked them for attending. Introductions and apologies.</p> <p>Terms of Reference: Reminded all members.</p> <p><u>Minutes of last Meeting</u> PCN presentation was very informative.</p> <p>Flu / Covid Clinics LH mentioned that the practice had started flu & covid vaccination clinics, the first one was a Saturday, the next clinics will provide some early and late evening appointments for patients with work commitments. The PCN will be providing covid vaccinations for patient home visits and within care homes.</p> <p>GPIP – General Practice improvement program outcome, DNA (Did not attend appointment) rates and actions taken. GPIP has now been completed and we have achieved significant success from analysing data and reports, we noticed that a substantial number of wasted nurse appointments were due to patients not attending for their appointments. The practice has implemented new measures. Some patients with long appointment times or particular conditions are called on the day of their appointment to confirm attendance. This is helping to improve patients not attending. NHS England were impressed with the work done at this practice; they have asked to use Fountain Medical Centre as a case study for other practices taking part in GPIP.</p> <p>GP online appointments. PATCHS consultations– more added from GPIP outcome We have changed online booking for GP appointments by opening more PATCHS consultations to 35 per day which is working well. PATCHS is available on our website, all PATCHS consultations are triaged so the appropriate pathway can be chosen for each patient. These are monitored and dealt with by admin, reception, prescription team and the medical secretaries.</p> <p>AOB AC asked if the priority line would still be available, no change to the priority line. LF has used PATCHS, find it easy and accessible.</p> <p>We look to increase more PATCHS consultations.</p> <p>Time and Date of next meeting to be confirmed</p>	<p>JG</p> <p>LH</p> <p>KR,LH,JG</p> <p>KR,LH,JG</p>