**Forge Close Patient Group**

**Meeting Minutes**

**Forge Close Surgery**

**30th November 2022, 7pm**

**Attendees:**

Orla Penruddocke (Secretary), Dr Mano Mageson, Dr Singh, Doreen Hobbs, Joy Halligan, Claire Smith, Gail Hilder, Patricia Bacca, Nicola Mushet Andrew Ramsey, Mary Mills, Claire Smith, Wen Wong, Debbie Barrett, Deirdre Bainbridge, Janet Ricks.

**Apologies:** Stanley Bradshaw (Chair), Eimear Penruddocke, Harry Shannon

1. **Introductions and new members**

Dr Mageson agreed to Chair the meeting in Stanley’s absence and welcomed everyone to the meeting. As there were new members everyone introduced themselves and stated their reason for joining the group. It was generally agreed that it was great to have such a large turnout and to welcome more new members to the group.

1. **Minutes of the previous meeting**

The minutes were agreed and administrative errors corrected.

It was decided to postpone discussion on action points until the next meeting.

The main items for discussion were agenda items 5 (Patients Questions) and 6 (Communication - review of the appointment booking document).

**Patients Questions**

1. **Can wait times for non-urgent appointments be reduced to 14 days?**

The short answer appears to be no. It appears that this system cannot be changed. It is hoped that offering different types of appointments to patients may shorten this wait time, and allow other options for patients. Some patients want the non-urgent appointment within a month so the system works in this instance. For those who think the wait is too long it may be advisable to do an eConsult in order to allow the clinician to make the decision about whether they need to be seen sooner.

GH asked if doctors could see more patients remotely rather than face to face but the preparation time is the same for GPs so this is not the case. One member explained how she was told she was being offered a telephone appointment despite explaining that the ailment in question would need to be examined.

It was explained that surgeries operate under a contract which limits the numbers of different types of appointments they offer each day (i.e. face to face, telephone, eConsult). Each GP has a fixed amount of clinician sessions each week. Forge Close has three FTE doctors at present.

Dr Singh reported that patients are offered face to face appointments when they phone to book in with her, some members of the group said this was not currently being offered so she said she would look into the matter.

It is hoped that the surgery will be able to offer more choice to patients in the future and there was a general discussion about the Hayeswick PCN and the services that will be offered to Forge Close patients *(PCNs are formed through local GP practices agreeing to work together and with the wider health and social organisations, including government private and charity groups across the community).*

[Hayes Wick PCN | Bromley GP Alliance](https://bromleygpalliance.org/pcns/hayes-wick-pcn/)

There is now a Mental Health Practitioner at the surgery in addition to the Social Prescriber. OP repeated the invitation to have these staff members come to a meeting or prepare an information sheet about their role. It was also suggested that information and new staff be shared on the website news section, the practice newsletter and that the notice board could be updated with this useful and positive information.

1. **Medication review - can patients receive a reminder text message?**

Currently patients receive text messages once the date for the renewal has passed but the practice is working with the pharmacists to allow a reminder text to be generated.

1. **Bromley Hub – what services will be provided at the Glades?**

Bromley Hub offers Covid vaccines and also a Polio Vaccine clinic.

[One Bromley Health Hub – The Glades](https://www.theglades.co.uk/stores/one-bromley-health-hub)

1. **Any update on Patient access extended opening hours.**

Patient Access will reopen in the New Year. Dr Mageson pointed out that much of the information on Patient Access is now on the NHS app.

**Communication – review of the appointment booking document:**

Members of the group had sent comments to Dr Mageson prior to the meeting. On addition one comment was added: to simplify the In Person section (e.g. same day in person appointments are offered every day except Tuesday).

**General Action Points from the meeting:**

* Dr Singh to check if patients are being offered face to face appointments if they book in with her
* Raise awareness of the Hayeswick PCN and the benefits of being part of it for Forge Close Patients
* Raise awareness of new roles within surgery
* Consider how to use and refresh notice boards for the benefit of patients attending the surgery for face to face appointments

**3). AOB**

None.

**Next meeting : Wednesday 8th March, 7pm, Forge Close Surgery**