

## Meadowside Medical Centre MPG Meeting Minutes

10<sup>th</sup> July 2018

Attendees: Chris White, Catherine Bradley, 3 MPG members

Apologies: 2 MPG members

Chris opened the meeting at 5.40pm.

Chris started with Healthwatch which was brought up in the last meeting. Chris handed out information that he had sourced online and on discussion it was deemed that it is a body similar to Ofgem and Ofcom. It's another way of patients having the opportunity to have their say.

Chris moved on to the patient questionnaire and whether it was something the group wanted to do again, it was done back in 2013. The concern was that patients may not want to fill it in whilst waiting and we wouldn't get very much feedback. Chris suggested maybe a short anonymous questionnaire to be handed out and given back to reception. It was decided that we would look back at what was done in 2013 and see if this can be brought up to date and used. Chris did touch on GDPR and that we had sent texts out to patients for opting in or out and we had a good uptake of replies at about 90%.

Chris mentioned the extended hours and the government push for the GP's to do more hours. There are lots of different options for how the GP's will do the extended hours for example working between practices in the area, a rota of doing certain extra hours. Nothing has been finalised yet.

Chris spoke about NHS choices and we have improved and have 4 stars and the comments have also improved.

Patient access a couple of members brought up they had been having problems, Chris informed them that a new system has been introduced for patient access and we unfortunately have no links to their helpdesk and it is completely separate from the system we use. Chris informed the group that wherever possible that staff are trying to help out patients to get back in to their online accounts.

Next meeting is scheduled for October 9<sup>th</sup>.