**Northgate**

**PRACTICE**

Anchor Meadow Health Centre

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Dr F E Bolliger, Dr B Sarai, Dr D Gakhal and Dr K Hayer



**Minutes**

**Date:** 7th December 2021 **Time:** 5pm – 6pm **Location** Child Health Room 151

**Attendees:** Sylvia Bailey (Chair), Janet Jukes (note taker) Roger Corbett, Ann Harrison, S. Jim Bailey, Doris Lee, Daniel Newey, Lynne Ingram and Amy Jose (Practice Representative)

**Apologies:** Dorothy Barrel, Louise Platt

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|  |  | **Action** |
| 1. | Welcome and apologies – | SB welcomed Amy Jose, new practice manager |
| 2. | Acceptance of Notes/Minutes of last meeting 1st November 2021 | N/A |
| 3. | Practice Update | 2 new receptionists, Pharmacist – on maternity leave  PCN – Primary Care Network  Home Visits being done by Paramedics  Good percentage of appointments now are face to face.  Success of Vaccinations roll out at Oak Park Leisure Centre with booster vaccs. being available at the surgery soon, advertised on website  Introduction of a ‘patient feedback box’ – results to be discussed at NPPG meetings  Patient survey introduced. e.g. ‘how did we do today’?  January promotion e.g. Information on Arthritis had a good patient leaflet take up |
| 4. | Agree the global roll our of texts to patients ref: Practice Survey – present access satisfaction – | A Potential patient survey designed by the members of the group concerning  A How did you book your appointment today e.g. telephone, e-consultation eyc.  B Is the telephone response efficient?  C Did you find the receptionists approachable and knowledgeable about the new types of access to GP services?  D What star rating would you give the delivery of health care services at the practice? 1 – 5 …1 being poor 5 being excellent  Additionally a survey to the practice team….  Do you find the patients requesting appointments etc. polite |
| 5. | Whats app Group established | Not discussed |
| 6. | Future Agenda items – | Social Prescribing  Updating of Website – nominate a member to liaise with Adam  Patient quarterly Newsletter |
| 7. | A.O.B – | N/A |

**Dates of future meetings:**

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| 7TH FEBRUARY 2022 – 5PM HEALTH VISITORS ROOM. |  |