**Northgate**

**PRACTICE**

Anchor Meadow Health Centre

Westfield Drive

Aldridge Walsall WS9 8AJ

**tel:** 01922 450900 **fax:** 01922 450910

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



**Minutes**

**Date: 8/2/2022 Time: 5.15pm Location: Room 151 – Anchor Meadow**

**Attendees: Sylvia Baily (chair) Dorothy Barrell, Janet Jukes, Louise Platt, Roger Corbett, , Anne Harrison, Jim Bailey, Lynne Ingram. Ann Harrison, Amy Jose (PM)**

**Apologies Daniel Newey / Doris Lee**

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|  |  | **Action** |
| 1. | Welcome  SB welcomed all PG members able to attend | Accepted |
| 2. | Acceptance of Notes/Minutes of last meeting  Notes/minutes were accepted. | Accepted |
| 3. | New receptionist update  Practice Team Update – Dr Gupta on Maternity leave – 12 months | AJ |
| 4. | Future Health Care ‘Delivery – more digital access - We need to embrace 21st century cutting edge technology /apps/.wearables /digital access  Face to face appointments are available including same day appointments | SB |
| 5. | Receptionist to be briefed about how to explain to patients differing choices of access and how they work e.g. e-consultations |  |
| 6 | Members were in favour of a patient group member being included in interview panels for future staff /clinical vacancies  7 Members asked their experience of efficiency telephone access e.g. time lapse etc  Mixed response  8 What is plan B when the practice is facing a peak of access requests?? Extra Telephone lines/staff redeployed??? Is there more capacity since pre Covid???  9 Time to Talk – Respiratory Clinic for children under 12 years of age  9 Patient/staff survey dedicated space to be available for patients to complete survey  10 Comments box in waiting room – suggested that patients be given a satisfaction card to complete after consultation with GP/Nurse  11 Recruitment of New members to reflect the patient population - text /social media Posters to supermarkets/pharmacies etc.etc. also virtual contributions via laptop availability at group meetings. | AJ to liaise with AN  JJ to get leaflets  LP to liaise with AJ for final questions to be included in survey  Group members/AJ |
| 9. | A.O.B – Roger suggested change in meeting times e.g. decision = Wednesday at 5.30pm – 7pm… | N/A |

**Dates of future meetings:**

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| Wednesday – 30th March 2022 5.30pm |  |