**Monday 2 September 2019**

**AGENDA** Agree minutes of last meeting

Appointment of new practice manger

Other new staff

Any other business

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| **Last minutes** |  **Agreed** |
| **New Practice Manager** | Dr Chua discussed new practice manager, Katarzyna Sroga who will be starting on 16 September. Expected to take over running of patient forum so members will meet up with her at the next meeting on 2 December. |
| **Other new staff** | We have two new registrars, Dr Rebecca Morris and Dr Bilal Sahib who are training under Dr Kilduff and Dr Raby. Dr Chua explained that we are a training practice and registrars are here for a period of 1 year but often return.Drs Siraj, Redlin and Corbett have been helping out by doing sessions whilst Dr Jacks and Dr Sri are on maternity leave. Dr Jacks is expected back in February. Dr Sri is expected back in June.  |
| **Any other business** |  |
| **Carers** | Dr Seok Mee Chua informed attendees of how practice aims to record the names of carers in the patient notes which is helpful for all concerned. E.g. Carers if registered with the practice will be able to obtain flu vaccines. |
| **Flu vaccines** | Expected by end of September/beginning of October |
| **Patient population** | Dr Chua explained that although the partners feel we have enough patients, there is pressure from centrally to keep registering. This obviously has an impact on availability of patient slots with members mentioning that they have been told of 2 to 3 week waits for routine appointments. In response to a question from the forum Dr Chua said we would probably keep the 15 minute appointment slots instead of reverting back to 10 as this was much better for patient care. For routine appointments Dr Chua explained there is availability every week but patient cannot choose whom to see, whereas there is likely to be a longer wait to see named GP. |
| **Booking appointments** | Again members expressed dissatisfaction with the inability to book more than two weeks ahead. However this was discussed at the last practice meeting and the decision was taken to keep the current protocol as the DNA rate previously was extremely high. DNA rates continue to be a problem, despite the fact that patients are sent an SMS reminder prior to their appointment but did not always cancel if they no longer needed appointment. |
| **Newsletter** | No further newsletter has been drafted as yet. Expected that new manager will take this over. Reiterated that newsletter was available on website or on request from Reception. MK felt that it would be helpful for newsletter to be distributed. However this would not be cost effective as there was a lot of waste when copies were previously printed in bulk |
| **Internet training** | VB requested this be put on next agenda as JK had apparently agreed to do this. To check with June/new PM. Update – guidance is now on practice website. |
| **Dates of next year’s meetings** | Members would like this discussed at next patient forum. Agreed to add to agenda. |