**Monday 1 April 2019**

**AGENDA** Agree minutes of last meeting

Skype consultations

Patient complaints

Sharing e-mail addresses

Any other business

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| **Last minutes** | No further update on Premises. No further update on DNA numbers since last meeting. Dr Raby re-iterated policy. |
| **Skype consultations** | Dr Raby (AR) stated that in the new GP contract Skype consultations were to be encouraged. This is the system used by Babylon. Dr Raby expressed his view that he felt personal contact and physical examination were integral to a consultation with a need to avoid unnecessary antibiotic prescriptions. VB asked when this might prove useful and AR thought possibly for follow up cases. CJ suggested it might be useful for triage but AR stated that telephone consultations were much quicker. Members also expressed concern about internet security. However AR stated such consultations would always be an option rather than obligatory. |
| **Complaints** | AR went through the annual list of anonymised complaints (20 in total). JS and other members expressed their view that the figures were very good in comparison to the total number of patients on list. They were also encouraged that none were about clinical matters. |
| **Sharing e-mail addresses** | It was agreed that members should explicitly opt in to sharing their e-mail addresses. All members present at meeting agreed to sharing their own. |
| **Appointment booking system** | Several members expressed dissatisfaction with the current system whereby patients can only book two weeks ahead of time. They considered it an inconvenience to have to call in when the diaries were opened up the following week rather than being able to book on the day they attended. AR confirmed that this was to avoid unnecessary missed appointments but agreed to bring this topic up for discussion at the next practice meeting. |
| **Newsletter** | Contents discussed as follows: |
| **Staff changes** | AR informed the meeting that due to two doctors taking maternity leave beginning in June the practice will be arranging locum cover although this is difficult due to the shortage of GPs. |
| **Carers** | AR stated that there would be a note made on patient records to denote if they were a carer. VB talked about the Carers Network and thought they should advertise their service in the GP surgery. VB will attend Carers Network meeting and suggest this. VB will also contact their representative with a view to placing a piece in the practice newsletter. |
| **Internet Appointments** | There was information about this process on the practice website. CJ stated she thought this had many advantages. Patients still require encouraging to sign up for on-line services. |
| **E-mail correspondence to practice** | VB asked if admin could deal with e-mails sent to the practice (non-prescription requests). AR said this would not be appropriate if patients were requesting clinical advice. Members agreed it was not practical for clinical e-mails to be answered by a doctor as this would be an enormous burden on resources. |
| **Cervical smears** | The practice is actively encouraging eligible patients to attend for cervical smear testing. AR stated it is often difficult to meet practice targets due to many patients having these done privately or being abroad at the time of screening. |
| **Over 45 blood pressures** | Instructions given of how to arrange contained in newsletter. |
| **Friends and Family** | All agreed that comments were overwhelmingly positive apart from a single possible exception. |
| **Earls Court Medical Centre** | VB stated that this was possibly being closed in one year and the facilities to be offered to local practices. Patients there had been asked to complete a questionnaire. VB felt the problem was it was undersubscribed due to not being advertised e.g. not mentioned on internet search for local services. AR confirmed our practice would not take this on. |
| **Any other business** | Charing Cross Hospital services were confirmed to have been saved from closure. AR thought this was very helpful for our practice as many of our patients are referred there. |