**Bewicke Medical Centre**

**Patient Group**

**Notes of the Meeting held on 24.01.2019**

**Present:**

Mrs Anne Evans

Mrs Sonia Bradley

Mrs Elaine Henderson

Miss Charlotte West

**Apologises for absence:**

Mrs Audrey Miller

Mrs Catherine Reid

Mrs Jackie Lincoln

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| **Agenda Item** | **Discussion** | **Action** |
| **Digitalisation of patient records**  **New Telephone System**  **Drop in clinics**  **Zero Tolerance**  **Practice Values**  **Any other business** | The NHS is continuously facing challenges: paperless 2020 is a key driver to helping the NHS transform health and social care. It is commitment by the healthcare system and the government to use information and technology and make sure patients have a digital experience by 2020.  The Bewicke Medical Centre is one of the practices that are involved with the new project of digitalisation of patient records. All patient’s medical paper records will be scanned on to their electronic medical record in February 2019. Elaine explained that this was a big piece of work for the practice as this had previously been done with patients records back in 2004, therefore they would need to identify those patients with paper notes that still required scanned on to their electronic medical notes.  Elaine advised that the New telephone system has been in place for just over 2 months. There has been mixed feedback from patient’s, however we feel that it has been a positive move to introduce the call queuing system which advised patients what number they are in the queue. That way patient have the choice to continue to wait or call back at a later time if it is non- urgent. This also helps patients to understand the demands on the practice especially if there are more than 20 people waiting in the queue at any one time. With the new system, Elaine was able to provide the patient group with call stats which was previously not available. Both Sonia and Ann were surprised to know that the practice offers approximately 1600 Doctors, Advance Nurse Practitioners and Nurse appointments every week as they were not aware that it was such a high amount every week. From the new call stats the demand for appointments is exceptionally high is it approximately 15% more than we have available appointments to offer. See Call stats attached.  Charlotte explained that the practice was looking to make better use of the big room. Public Health is going to be running some Weight Management drop in clinic’s here for about 12 weeks from February. This will happen on a Friday morning in the big room. This is a pilot. More information will be provided in the reception in February.  Elaine asked what “Zero Tolerance “means to the patient group to gage their understanding. Both Sonia and Anne agreed that it was speaking to people in the way that they want to be spoken too. Elaine explained that there had been an increase in patients speaking aggressively, i.e. shouting that was not acceptable and that staff did not feel that they were being treated with courtesy or respect when trying to carry out their duties. Elaine asked how we can drive this message across to patients that it is unacceptable behaviour. Sonia suggested that we incorporate the message whilst patients are waiting to also get through on the telephones.  Elaine advised that the practice had introduced a “Mission Statement “and were working towards a set of internal core values for all staff to demonstrate. The practice is currently working on the Core Value “**for Patient**” definition **“providing service excellence to our patients whilst striving to offer outstanding services and reputation.”**  Elaine asked for feedback from the patient group on what this may look like from a patient’s perspective as this may differ from staff working on the opposite side. Both Sonia & Anne agreed that they would give this some consideration and come back to Elaine.  Elaine discussed the times of the meeting and that we were considering having an evening meeting in the summer months 5 or 6pm. The group found that this may be a good idea and help increase the patient participation.  Next meeting to be 25th April 2019 at 12.00pm | **Elaine to get GP to record new message regarding zero tolerance.** |
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