**Bewicke Medical Centre**

**Patient Group**

**Notes of the Meeting held on 28.06.18**

**Present:**

Mrs Audrey Miller

Mrs Anne Evans

Mrs Diane Blackham

Mrs Elaine Henderson

Miss Charlotte West

**Apologises for absence:**

Mrs Kathleen McAvoy

Mrs Jackie Lincoln

Mrs Sonia Bradley

Mrs Barbara Atkinson

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| **Agenda Item** | **Discussion** | **Action** |
| Patient Survey Results**Dementia Friendly Practice****Update on** New Telephone system. **Date and time of next meeting.** | Elaine discussed the finding of the patient survey. Over 400 surveys were handed out to patients, the practice received 196 completed and handed back.Key areas-* Still a high number of appointments made over the telephone.
* Patients are still not fully aware of how the duty doctor service works as 59% of patients were not happy with a phone-call from the duty doctor and were not aware that the doctor would ask the patient to come into surgery if they needed to be seen.
* Patients were also not aware of appointments available at the Battlehill Hub on an evening and weekend.

Elaine advised the group that staff had recently gone through training and are now recognised as a Dementia Friendly practice. There is still work to do within the practice such as looking at what is displayed in the waiting room and the different types of signs we use. Elaine is to discuss with regards one of the staff members becoming a Dementia Champion to support patients and carers providing information. We are now at the final stages before a decision to install the telephone system. An audit will take place again on the 20th July 2018 and then final costings and proposal installation date agreed. We will carry out a patient survey once the phone system has been up and running for a few months to assess the impact.October to be confirmed. | Elaine to discuss with reception/admin staff on what information they should be advising patients.Elaine to agree a member of staff to become a Dementia Champion and action plan to be put in place to ensure that the practice becomes more dementia friendly |