**Patient Group Meeting – Tuesday 7th January 2014**

**Present:** Geoff Jolliffe, Maxine Baron, Mike Brereton, Jackie Royle, Anne Redhead, Eileen Frater, Rosalie Sharpe, Stephen Wallwork

**Apologies:** Becky Rowan & Kath Walsh

Welcome and thank you once again for giving up your free time to come along to our meeting.

Group software with Yahoo – we now have 4 members signed up for the yahoo group. Geoff feels that all 3 doctors should be part of the group and we need to encourage the others members to join – it would make communicating outside of meetings easier, we could plan future meetings, add minutes and discuss issues confidentially within the group.

**CQC –** Care Quality Commission who are an independent regulator of all health & adult social care in England. From April 2012 new legislation requires providers whose sole or main purpose is to provide NHS primary medical services, we have to register & declare compliance to certain standards. Once registered we will be monitored by the CQC to ensure compliance with these standards. We will be given 48-hours’ notice before an inspection is carried out – various activities occur when the inspect our premises one of these is talking to the patient representative group, as well as chatting to patient’s who visit for appointments on the day and staff. We were wondering if you would be happy to come forward on the day of inspection to meet with the CQC Inspectors. We think we are doing everything right but if we aren’t doing things right then that will be beneficial for the Practice. They can offer us advice, enforcement notice or close the practice down.

The standards that will be reviewed are;- Involvement & Information

Personalised care, treatment & support

Safeguarding & safety

Suitability & Staffing

Quality Management

**New Premises** – As you will all be aware from recent Evening Mail press, there is a new medical centre being built in Barrow, on the old Alfred Barrow School site. We are planning to move into this building along with 5 other practices in the town. We will remain separate Practices. Our area team Cumbria, Northumberland, Tyne & Wear (CNTW) have purchased the whole school site including the car park at the front of the school, planning permission is going ahead this month, and architects are already on-board with plans for the build to start 2015 moving in 2016. It is intended that we will retrain the front building, which is listed, but build pods of other buildings attached to this. The front building will be administrative offices with the clinical areas being located in the pods. Other specialities moving into the premises are Cumbria Ambulance Trust, Cumbria Partnership Trust which comprises of District Nurses, School Nurses, Community Physiotherapists, and Chiropody & Community Mental Health. The more facilities that we share the better we will be financially – ideally we need to start working cohesively now prior to moving into the premises so that the transition will be seamless when we move – we need to adopt modern ways of working. This will have endless opportunities to work in different ways – there may be a diagnostic suite which will be shared, feasibility of sharing phlebotomy services which would be cheaper for practices & beneficial for the patients. We will not be taking any services away from Secondary Care.

The group wanted to know who had ownership of the premises – not GP’s CNTW are loaning the money but Property Co own the building (they are an NHS property Developer). Car parking will need to be controlled.

**Patient Survey** – it’s that time of year again & we need to be thinking about a survey for the practice population. Mike has set-up a group on Yahoo which is totally private membership only; we discussed this further & decided that this would be ideal for the group to discuss ideas for the survey. Suggestions put forward today were;-

* Keeping patients informed about our services & how we work – looking at other alternatives for information. Mike suggested putting the patient information leaflet on the website.
* Access
* Telephone answering system/call handling – how is your experience when you call up?
* How do you feel about accessing urgent care at the surgery? Do you know how to?
* Patient experience – how was your last visit to the Doctor/Nurse?

It was agreed that we would go away & liaise together via Yahoo Group about the survey with a deadline of 31st January 2014; Maxine will liaise with Kath and see if she has an email address to add to the group.

Maxine will be in touch with future dates via the Yahoo Group – planning meetings for the whole year, she will also put the minutes on the group too.

Stephen suggested using the Neighbourhood Premises for future meetings – it would be free & would help the premises with use of the meeting rooms.