



THE SCOTT PRACTICE

Greenfield Lane, Balby, Doncaster, DN4 0TG
Tel: 01302 850546 Fax: 01302 851940

Patient Group meeting Monday 5.2.18

Present: Suzie Sykes Judy Court Patricia Pease Pat Chojnowski
Paul Ashcroft Rose Karen

Rose asked the group to think about priorities for the coming year, the following were identified:

Build group numbers

- Promote on Facebook, website, notice board
- Clinicians to promote when they see patients
- Promote in the pharmacies

Promoting online appointments

- Can nurse appointments be put on?

Joint meeting with St Johns

Talk on dementia/Alzheimer's

Telephone access

- To review phone stats, identify busy times etc.

One ailment per appointment

- How can we promote this better to patients?

It was agreed that for the next meeting we would look at the online appointment system to see how we can make it easier and if we can put nurse appointments on.

Care Navigation

Rose fed back that the system is working well. Patients have accepted the receptionists asking what the appointment is for – feedback seems to be that they accept this due to Dr Corletts' answer phone message. Additional staff have been taken on to man the phones so hopefully telephone access will improve.

Probably still need to do some patient education on the role of the different clinicians – Facebook, newsletters etc.

**Partners: J R Corlett, K M S Lee, R A Fells, A N Bray, I R Seymour,
K E Mansfield, D Singh, L Cawley, A Slattery, E Gomersall**



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Age UK attended to give patients information about keeping warm in winter. Unfortunately the practice hasn't received any feedback on how this went.

The GP at Barnburgh surgery has given notice on her contract. The CCG are looking for someone to take it over but are also considering dispersing the patients to other practices. The Scott Practice has been asked how many patients we might be able to take.

The practice has removed the ability for patients to leave comments on our Facebook page due to a number of abusive messages that were posted.

Friends and Family – 89% satisfaction

Rose mentioned that Dr Mansfield is looking into matching lonely people with people who might offer to have someone for Christmas Dinner. The group was asked if this was something they felt might work. We discussed having coffee mornings, which has been discussed before – it was agreed to discuss further to see if it is something we could link with St Johns on.

Pat Chojnowski told the group about some LD training she had been on, provided by CHAD (Choice for all Doncaster). It was felt this could be something that might benefit the reception staff. Rose will look into this.

Next meeting:
April 23rd at 1.30

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