**Patient involvement panel**

**Dr Lawton,Dr McMorran, Dr Gill ,Dr Cowan, Dr Hastings Dr Bradshaw and Dr Njeru Surgeries at 108 Brandon Road,Binley and 15 Chace Avenue,Willenhall .**

**Minutes of the AGM held on**

**10TH February 2016**

1. **Present :** Colin Groom,Chairman Joyce Groom, Secretary and treasurer,Margaret Annetts , Ann Carson ,Alison Pierson Maxine Simmons Practice manager .

**Apologies :** Brenda , Michael .

**2. Chairman`s report for 2015**

Colin spoke of the changes that had taken place in staffing in the past year, with new reception staff, nurses and doctors joining the practice and the impact of additional doctors has had on reducing the waiting times for appointments.

The book exchange continues to generate a steady income, enabling £900 to given to the practice towards a new spirometer used in asthma checks .

This practice, in common with the NHS generally, still has a fairly high level of DNAs - slightly better than last year- but still 245-339 a month . The text messaging system has made some inroads into the problem but the level seems to be stuck at present . These missed appointments represent a considerable amount of wasted money and time. This makes the waiting time for appointments longer than they need be because if these appointments are not genuinely needed they could be given to someone else.

We have been fortunate to recruit a new member to join the panel and continuing to look for new members so that we can be more representative.

**3.Election of officers**

Colin Groom was re-elected as Chairman and Joyce Groom was re-elected as secretary and treasurer

**4.Matters arising**

Following concerns at the last meeting regarding DNAs Maxine provided the following figures :

Oct 292

Nov 409

Dec 360

Jan 248

Letters are sent and the policy is to invite the patient in for a meeting after 3 missed appointments. No one has been called in as yet.

**4 Practice Manager**

Maxine reported on staff changes, a new practice nurse who started in December, and new GPs in training, Dr Ed Dawton, Dr Mohammed Mahmoud and Dr Priyanka Samaratunga (to be known as Dr Sam ). Dr Gill has recently updated her Safeguarding qualifications .

The Commissioning group are going to set up a phlebotomy clinic based in the practice, one day a week, on Tuesdays. It will be operated by an appointment system, offering appointments for patients from this area who are having a fasting blood test on Tuesday mornings, as well as other routine blood tests during the day . This is to relieve the pressure on the UHCW clinic .

The practice will be offering 24 hour ECG monitoring in the future.

The government is making patient panels for GP practices mandatory.

**AOB**

It was decided to change the name of our group to a Patient Representative Group – PRG - as this seems to be name most commonly used for groups such as ours .

**Date of next meeting : 13th April 2016**