

Minutes of the Annual General Meeting of the Castle Medical Group Practice Patient Voice

Tuesday 21st November at 10am

at the Churchfield Surgery

1. **Welcome** was given to everyone. The meeting was attended by Aimee Sharpe, Ambreen Ahmed, Sam Patel and 11 members.
2. **Apologies** received from Sue Marlow, Norleen Soko, Peter Shearman, Sylvia Ward, Dawn Crowhurst, Carole Munro, Paddy Elgood, Sarah Burley, Pam Brown and Dr Kiani.
3. **Firstly**, Aimee Sharp introduced herself as the new Practice Operations Manager and explained that hers is a new position to help support the team with training etc.
4. **Minutes of AGM 2022** have been circulated to members.
5. **Matters arising:** none.
6. **Report from Patient Voice** – see attached.
7. **The Pilates Group:** Christine reported that numbers are probably high enough, but if necessary, we could add to them. The group covers its own costs and is extremely successful, as is the **Friendship Café**, which meets on the first Wednesday and the third Monday in every month. This is funded by donations made each session. It is becoming very popular and is very well attended.
8. **Committee Elections:** There were no new nominations and no-one else wished to stand, so the current committee will serve for another year. Chair: Chris Eames, Treasurer: Christine Freeman and Secretary: Sue White.
9. **Report from Ambreen:**
Ambreen introduced the launch of the new online triage system, Accurx, for which texts have been sent out to patients. It is hoped that this will relieve the pressure on the surgery's telephone system at 8am. It will be available from 7:30am.
10. There followed a discussion on the interaction between patients and reception staff. Aimee is aware of the issues surrounding this and has incorporated it into her staff training. She is also aware that this will take time to implement fully.
11. **New staff:** One paramedic, who works Monday-Friday, 9am-5pm.
One minor illness nurse, who works Monday-Friday, 9am-5pm.
A diabetic nurse.
12. There was an intense discussion regarding the procedure surrounding test results. Again, the surgery are aware of discrepancies in the system and are working towards a solution. Aimee, at the moment, is teaching the receptionists to raise forms for routine annual blood tests, so that they can do this without the need for medical input. Aimee said that there had been a high turn-over of staff since she came to the practice, but levels have improved in how staff deal with patients. She feels that positive changes have been made.
She also tries to deal with patients' complaints on the same day, if possible.
NB: It was noted that texts are no longer sent out if a test result is 'normal'. Patients will only be contacted by text if the result is abnormal, with a recommendation for further communication.

13. **Future meeting dates:** Chris asked that the surgery should suggest four PV meeting dates for the coming year (including the AGM).

Aimee would like to set a meeting date with all PV members in January 2024 to see how she can support the group.

As there was no further business, the meeting closed at 11am.