**Wordsworth Patient’s Participation Group**

**Minutes of the meeting**

**23rd April 27th 2014**

**18:00-19:15**

**Attendees:** Manjit Kalsey (Vice Chairman), Franco La Faci [Practice Manager], Mehrunissa Bax and Mike Wilson.

Apologies; Dr Goodyear and Monica Zenonos (Patient Participation and Complaints Manager).

Minutes; Manjit Kalsey.

1. Welcome, Apologies from the above. New members were not present as arranged.

2: Minutes of meeting 27-02-14, one typo noted – agreed.

3: Matters arising from those minutes, action points & updates;

(3.4) MB has not received any conformation/card from Santander as Treasurer Elect yet and will keep the panel informed; ongoing.

(3.9) MB raised the matter of GP call back to patients and GP’s ‘screening of the calls in order to prioritise’. FLF appraised the panel of the logistics, ongoing nature of calls requesting a GP to call back. At least 100 calls daily are made, this involves the time of two GP’s time. Ongoing.

4: Items for discussion at this meeting;

4.1 FLF Extra phone lines for GP’s to use to contact patients have been installed, but not yet working. Action point, to report back at next meeting.

4.2 MW EMIS registration, on line booking system for appointments. After discussions it was noted that the system is not “fully on line”. FLF appraised the panel of training issues. Action point, to report back at next meeting.

4.3 MB Medical Card. The requirement, procedure for a medical card. FLF explained the process, need and impact of medical cards, the registration of patients and of the impact on funding. The procedure, process is not in direct control of the practice.

5.1 MK Constitution of the panel. Mentioned the panel ought to look in to reviewing the constitution with view to making it more workable, robust and ‘clearer’. MW suggested the constitution to be sent out to be reviewed, discussed at the next meeting. Action point for MK.

5.2 FLF Expressed concerns over funding for practice(s), National Health Service in general. The panel found most informative.

5.3 MK Poor attendance at meetings from the panel has been an issue. Discussions took place involving people(s) rationale for opting on and not showing commitment. Possible reasons, one was incorrect email address/contact information. To assist with clearing the issue FLF took on the Action Point to help with this.

10: Date of next meeting: **Monday 30th June 2014 6:00 – 7:30pm**