

- a. Out of Hours Service at Basford had received a lot of comments – all generally not good with some which were not at all happy with the service at all. The main problem was distance from the Surgery and actually the time it takes to get there with a very sick child or elderly person etc. Also not very happy with the service there once seen. Nikki said that she would raise these comments and try and take this matter further.
- b. Female GP Appointments – She was happy that patients were pleased with the recruitment of our new salaried GP, Dr Kate Chadwick and that we now had more appointments to offer with a female GP.
- c. Appointments system – One patient had stated that they had had to wait a week for a blood test when trying to book one with the nurse on a Monday afternoon. Kate said that this was most unusual and certainly not normal. If the Doctor had requested URGENT bloods, then these would have been fitted in somewhere the following day but anything else classed as routine should normally be able to be booked the same week. Kate could only think if it was due to extenuating circumstances with no nurses available due to sickness at short notice.
- d. Getting through to the Surgery on the telephone – we aim to answer your calls as quickly as possible but at busy times, there can be delays – Kate explained the telephone system and that we only have two incoming lines and at busy times, such as a Monday morning, we have two Receptionists answering the phone but made assurances that we do pick up as promptly as possible.
- e. Staff – Was happy that people were happy with staff generally and there were some lovely comments.
- f. Opening Hours – Interestingly, 57% of patients who completed the questionnaire said they were 'happy with the hours as they were' with 22% saying they would like after 6.00pm; 15% on a Saturday; 4% at lunchtime and only 2% before 8.00am.

7) Any other Business

- a. It was thought it would be useful to have Sunil with us at the next meeting to give us an outline as to what was happening within the NHS both locally and nationally. Both Ian Wilks and Malcolm Robinson said they would like to be informed of changes within the NHS which could affect us locally.
- b. Ian suggested that it would be a good idea to have a notice board/or part of a display regarding the PPG. This was considered a good idea and it was thought that part of the display board in the foyer would be a good spot. Michelle to arrange in due course.
- c. Ian had a suggestion that patients should be able to book double appointments for multiple problems. Kate reported that we do already have alerts on the system for those with complex medication problems who automatically require a double appointment. She agreed to ask the GP's if they thought if appropriate to 'advertise' offer of double appointments and report back to meeting.
- d. Michelle said that she would send out copies of these Minutes to all those present and to those who couldn't attend today's meeting (along with the Questionnaire response).

8) Date and time of next Meeting – this had been arranged for Wednesday, 7th November at 1.00pm but unfortunately, Dr Sunil Angris wouldn't be able to attend on this day. Therefore, it has been arranged for the following **Wednesday, 14th November at 12.45pm**. I hope this is acceptable to those members who had already agreed the original date?