**

The Medical Centre 2 Frances Street

DONCASTER DN1 1JS

Telephone 01302 349431

Information Sheet

**Appointment Availability – No changes**

* We give over 850 appointments per week (Our contract only asks us to provide 500 per week)
* We have access to the Health Bus with a GP on board
* You can go to a Pharmacy/we can book you in to see a pharmacist in your local chemist
* We have an in-house physio based at the Practice Tuesdays with 20 appointments a week
* We have access to book you into appointments at Cavendish Court and Albion Place
* From October we will have access to book additional evening and Saturday appointments at Lakeside, Scott Practice and Oakwood Surgery

Nothing has changed since the last meeting regarding appointments. The new GP contract that is set to come out is aiming to include detail to stop patients having to call back at 8am the next day, the BMA (British Medical Association) are currently working with the ministry of health to avoid these 8am call backs.

**Changes in the NHS and Our Practice**

* Limited Company

As above we are awaiting updates to the GP contract including not asking patients to call back the following morning. There is no changes or updates on any changes to income.

We are now officially a Limited Company. Chris shared and discussed points in a recent article published around ownership and leadership of GP practices and how this shows the reasons behind us wanting to run the practice as a Limited Company. These included stats such as 1 in 20 practices being owned by a chain/firm that run 5 or more practices which equates to up to 600 practices in the UK. We are a Private Limited Company so will not have input from outside parties.

**Complaints and Compliments**

* Attached Family and Friends results.

Abbie shared a sheet with a breakdown of the family and friends’ comments left over the last month. All the results are shared with staff weekly, so they are aware of any comments left for them, positive and negative.

We discussed the only official complaint we had over the last month which was a lady who was sent home during a power cut, she was complaining due to being asked to go home as we weren’t aware of how long we would be unable to access her medical records and without access cannot do much including prescribing medication. However, the clinician had still rang the patient later in the day after getting onto her records and prescribed appropriate medication, so her needs had been met on the day.

**Access to medical records**

* Changes to be in place by October

From the 1st of November records will be accessed online. This will include everything including X-ray results and blood results. If you move practices the records will move with you so they can still be accessed and will only include all information going forward. Previous records can still be requested in paper format.

**Meet the Team – Staff Profiles**

* Meet the team, presentation by Abbie

Abbie went through the meet the team profiles looking at each individual team member their role and who they see. The group was interested in setting up a meet the team photo board in the reception area, we discussed how we would need approval from the team to put their pictures up but could be something that we look at doing.

**Any other business**

* What do you want to talk about?

Covid Booster – we discussed the next covid booster programme, at the moment we had nothing set in stone on the plan. The criteria’s set to include over 75’s and care home patients who haven’t had one in the last 3 months. This is likely to start the end of April. The Autumn Booster may then go back to over 50’s but as above no official guidance or documentation has been released.

Website – The group had looked at the Website and advised how no news updates had gone on since the phone lines. To look at updating this more regularly to show what is happening in practice.

Next Meeting – Chris asked the group what we would like to look at in the next meeting, we agreed it would be good to do a brainstorming session on what we could do to educate patients of other services and where to find help outside of the practice.

**Date of next meeting: May 22nd – 1pm**