New Otley RoadMedical Practice & The Family Practice



**Thursday 21st September 2023 – 5.00pm**

**Present** –Mohammed Shaid (PM), Vikki Hunt, Patient Engagement Lead. Khalil Ahmed (CLICS Social Prescriber)

**Patients**: patients

**Apologies:-**  Dr Usman Akbar (Lead GP) Yasmin Khan (APM)

**Welcome**

The meeting was opened at 5.00pm by VH who thanked everyone for attending.

**CLICS**

Khalil introduced himself and told the meeting about the services that CLICS can offer. Social Prescribers can deal with range of social issues ranging from helping with loneliness, counselling, housing problems, benefit help.

**Prescription Times**

VH advised the meeting that prescription ordering times has increased to 72 hours for acute medication requests and some repeats. MS explained to the meeting why this had changed from 48 hours.

**Access to Services**

MS and VH let the meeting know about how to access services within the practice. MS reminded the patients that we do have Enhanced Services for evening and weekend appointments. There is also a mental health service within the PCN.

**CQC Visit and report.**

MS was pleased to report that the recent CQC inspection had gone well and that the practice had received an overall ‘Good’ from the inspectors. A copy of the report can be found online – VH will also add a link to the report to the website.

**Phones**

MS confirmed that most of the glitches with the phones have now been sorted. Occasionally there is an issue in the ‘cloud’ but the practice was monitoring this.

**New Staff**

VH told the meeting that there were some new administrators in the team. Said that some training would be given. Feedback from patients was that ‘a smile goes a long way’ when on reception. VH will pass this feedback to the team.

**AOB**

One of the patients brought up the problem he felt was in not having pre-bookable appointments. Says that this is a suggestion that is brought up regularly and feels it is frustrating that patients are not being listened to. VH handed over to MS to explain the reasoning behind the *on the day bookings*. Patients feel that pre bookable appointments should be more available. And not just the online ones.

**Meeting concluded at 18:00pm**

**Our next meeting is due to take place in 2024**