



Patient group Minutes
18/1/17 1-2.30 pm

Item
Introductions & apologies 4 pts present plus Camilla Hawkes and Sukhi Lall from SMP
Minutes from last meeting Noted Most items are also on today's agenda
Premises update Still awaiting signing of the formal paperwork but this is now expected to be within the next week, after significant delays for various reasons. In the meantime work started this week. Information boards will be going up on the wire fence. Future PRG meetings will look in more details at the internal décor etc – dates tba
Staffing update Clinical team now complete Admin team understaffed. Currently recruiting and have had lots of applications.
Getting through to practice on the phone Thank you to the PRG who have requested this info. We trialled out some add-on software that gets us better info about call waiting times than is available direct from our phone system . Sadly we could not buy it as the cost was far more than we had originally been lead to believe. The experience was useful learning for when we come to buy a phone system for the new premises – we will be ensuring that we get one that provides good info on call waiting times. The data we got during the trial (last November – and copied in below) was discussed. We agreed that it wasn't so bad – we had all expected it to look worse. It's not as good as it could be though and SMP hopes that once we are fully staffed then it will improve.
North Leeds PRG network Gild has attended training on the "Slack" system which Leeds North CCG is setting up to enable PRGs to communicate and network with each other . It's a bit like Facebook ie you can post messages and information, upload documents. Action Camilla to check out how PRG members can join.
AOB General Practice Five Year Forward View (GP5YFV) –an NHS strategy document setting out the direction of travel for general practice. Gilda updated the group on the GP 5YFV, and the Leeds Plan for implementing it. Link to the GP5YFV The Leeds Plan to implement the GP5YFV is on the PRG page of the SMP website, alongside these minutes.
Date / agenda for next meeting - To be announced

Date	Lost calls ie no. not answered / pt hung up before answered – all day	All day 8.30-6.00pm		Just 8.30-11am		% of all calls that were received betw 8.30- 11
		Calls answered	Average ring time in seconds	Calls answered	Average ring time in seconds	
14/11/2016	15	253	00:00:50	106	00:00:41	42%
15/11/2016	24	197	00:00:51	76	00:01:10	39%
16/11/2016	19	169	00:00:40	69	00:00:38	41%
17/11/2016	9	172	00:00:48	67	00:00:34	39%
18/11/2016	16	153	00:00:45	60	00:00:40	39%
21/11/2016	48	253	00:00:36	109	00:00:30	43%
22/11/2016	15	211	00:00:45	72	00:00:47	34%
23/11/2016	19	202	00:00:52	83	00:00:46	41%
24/11/2016	12	202	00:01:05	66	00:01:22	33%
25/11/2016	13	150	00:00:46	66	00:00:27	44%