**Apple Meeting 12th June 2023 at 3pm**Attending:

Dr Saluja, Practice Managers: Elaine Robinson and Matt O’Toole, David G, Jules T, Fiona B

1. Welcome Dr Saluja welcomed & David chaired the meeting at the surgery.
2. Apologies for absence; Jackie S
3. Minutes of last meeting 24th April 2023 were approved.
4. Matters arising.
Wells pharmacy, prescriptions are now collected in house. Now off the minutes.
AMC medication reviews and systems are updating and patients (depending on stability of condition) are now called every 6 months or annually or more or less often depending on condition.
DNA - Do Not Attend numbers listed in the surgery for patients to see monthly figures of appointments and ‘no-shows’. The numbers can now be seen on the surgery’s Facebook page and overall numbers seem to be improving. Looking to gauge an acceptable level; an audit on the first two weeks of April and reasons why patients do not attend: any commonalities, to discuss and look at protocol. An instance would be smear clinics and the lack of attendance for booked appointments. Currently most patients receive a reminder text the day before all appointments and an automatic DNA text notice if they did not show up for an appointment.
AMC website to be kept update.

Blood tests in borough are improving in time and operational lead times on scan results are showing improvement across the board.

1. National Patient Participation Group Week
Increasing awareness: Last week the media showed group equivalents to Aveley Medical Centre’s ‘Apple’ group across South Essex. AMC has a new CQC inspector.
2. AMC Reception Desk
Discussion following up from last meeting on how the reception desk is coping with patient demands. The staff were praised for doing a good job and needs at the surgery for extra busy times such as Mondays had been identified and additional (backup) reception staff made available. Going forward, looking for patterns of busier times and how to allocated resources and how to effectively simultaneously deal with, what can be a queue of patients, with varying needs from appointments to confidential conversations. Aiming to reduce stress and time at the desk for both patients and staff. Noted the role of ‘the pod’ for Blood pressure and other checks, added to patient’s notes.
3. Appointment System Update
Clarification of how to book an appointment and the use of phone and online booking and timeframes. Discussed how there is a quota of appointments each day and when calling for an appointment that needs medical attention or using the online system (Patchs) calls should be made approx. before 12:30/1pm to be answered that day. Answers will come via Triage, this may be as a face-to-face appointment or phone consultation or whatever the need based on the outcome of Triage. Other calls and questions can be made to the surgery until the close of business each day. Communication on how ‘the system works’ needs to be clear to all patients.
4. Practice Newsletter
The next AMC newsletter will be out in the summer. The newsletter supports the website with conveying information. Also, the results of the next patient survey will be available by that time.
5. Councillor Participation.
As Cllr Churchman did not stand for election this year and would attend Apple, the suggestion was made to reach out to the new three local councillors to see if they would like to attend the Apple meetings and keep up-to-date with matters at AMC. The invitation will be made asking if they have occasions they can attend.
6. A.O.B.
Update on building maintenance: in and around the building.
Update on website status.

***Next meeting Monday 18th September 2023 at 3pm***