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**Practice Minutes**  
**11<sup>th</sup> June 2012**

**Present**

**Dr H.M. Shah – GP**

**Phillip Martin – Practice Manager**

**G.H. Field**

**Patricia Field**

**Mehmood Khan**

**David Weir**

**Chris Betteridge**

**Dorothy Cooper**

**Rober Day**

**Angela Andrews**

1.	<p><b>Welcome and Introductions</b>          The meeting was opened by Phillip, and thanked all members for turning up. He also thanked the members who had sent apologies.          Each member introduced themselves.</p>	
2.	<p><b>Minutes of the Last Meeting</b>          These were approved by the group</p>	
3.	<p><b>Matters Arising</b>          As the last meeting was back in November, Phillip went through the points that were raised at the last meeting, which were agenda items.</p>	
4.	<p><b>D.N.A's</b>          Phillip showed the group a graph of the DNA rates over the past years, which showed the peaks and troughs throughout the year. Phillip was pleased to announce that the DNA rate is slowly going down, which is mainly due to the text messages that every patient gets when booking an appointment and the text message that the patient gets the day before the appointment.          Patients are now getting a text message as well if they DNA, but this is only if we have a mobile number. All the receptionists have been asked to check the mobile number of patients when booking an appointment.           It was brought up about sending a letter to patients that are the frequent DNA'ers.</p>	

	<p>The target is 98% of appointments attended.</p> <p>A letter will start to go out to those that DNA 3 times or more in the practice.</p> <p>DNA poster could be bigger and display more information. IE Cost/Implications/Thanks on Posters.</p>	<b>PM to send out letters</b>
<b>5.</b>	<p><b>Newsletter</b></p> <p>The group felt that a newsletter might be a good idea. Something that could go out once a quarter with information on the practice and what we are doing.</p>	<b>PM to bring up in Partners Meeting</b>
<b>6.</b>	<p><b>Music</b></p> <p>The group thought that this would be a nice idea. Points raised included:</p> <p>Help with the noise from children.</p> <p>Help cut the number of people on a mobile phone.</p> <p>Please could it not be musak!</p> <p>Might calm people down.</p> <p>Trail it – and get feedback</p>	<b>PM to look in to this.</b>
<b>7.</b>	<p><b>Online</b></p> <p>Phillip brought up the online book service and asked if anyone had signed up for this. A couple of members have and thought it was a good idea.</p>	
<b>8.</b>	<p><b>AOB</b></p> <p>There was none.</p>	
<b>9.</b>	<p><b>Date of Next Meeting</b></p> <p>6.30pm on 25<sup>th</sup> September 2012</p>	