

MINUTES OF PATIENT FOCUS GROUP
HELD 3RD JULY AT 4.00PM
AT MEDEN VALE MEDICAL CENTRE

Present: Paddy Holden (Chair)
10 Patient Group Members
Jackie Jones (Practice Manager)

Invited guests: Julie Andrews (Patient Liaison Manager, Mansfield & Ashfield CCG)
Peter Sutcliffe (Citizens Reference Panel)

Apologies: Four apologies received

Minuting Secretary: Moira Heslop

1. Chair opened meeting by welcoming invited guests and members present
2. Chair asked guests to take the floor:

Invited guests gave update of their roles and work/changes taking place within the NHS. The following points were noted for action by JA and PS

- Signage at PC24 to facilitate access to the building
- Clarify position regarding A&E streaming to PC 24
- double check the information given re; 111 and the call handling process and share this with the group. I would welcome any feedback on patient experience of 111 from the group.
- deliver some of the Choose Well information literature for JB to collect from you if this is OK?
- ask other CCGs if they would be willing to post a copy of their minutes on a PPG section of CCG website
- post the Citizens' Reference Panel minutes on the Get Involved section of the CCG website
- Facilitate a conversation across PPGs regarding this years patient survey to share ideas

JA also confirmed that she recorded the group's response to the survey regarding support and development needs and will ensure this is collated as part of the overall responses.

PS to liaise with Chair of other groups to see if meetings between them could be arranged to share ideas and thoughts. PS suggested representatives of our group visit PC24/Out of Hours provider to be better informed as to how they operate.

** Please see attached information sheets for further information, which were kindly left by both JA and PS

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3. Minutes of last meeting held 17th April 2013 read and agreed
4. Matters arising:
 - Warsop Health Centre: Building meeting recently held to discuss various issues. Ongoing, to be discussed as and when more information is to hand.
 - Donation received: Put towards cost of buying spirometry machine measuring lung capacity.
 - Outside Agencies: Chair fed back to group on response received from her letters.
 - KMH leaflets: ongoing
5. Any Other Business:
 - Vantage Group, a cluster of six local GP practices of which Meden Medical Services is a member, have employed a Data Analyst to look at best practice and where savings where savings could be made without impacting on patient care.
 - Care Quality Commission (CQC): CQC visiting all GP practices who may ask to see members of our group. Please see attached brief summary outlining CQC's aims
 - Food Bank: Please see copy of e-mail from JB regarding setting up of Food Bank in Warsop. PS gave overview of how scheme worked in Mansfield Woodhouse.
 - Patient Survey 2013: Suggestion that survey could be information based on other services, i.e. dentists, 111, re Out of Hours Service, PC24, etc. – to be discussed at next meeting
 - Proposal made that info could be placed by having a column in Warsop News

Date of next meeting: To be arranged

