

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP
MINUTES OF MEETING HELD
WEDNESDAY 4TH JULY AT 4PM
AT MEDEN VALE MEDICAL CENTRE

Present: 11 group members, 1 member of staff

Apologies: 9 apologies received

Minuting Secretary: Moira Heslop

1. Minutes of last meeting held 29th March read and agreed
2. Matters Arising:
 - Outcome/Action Plan (as attached) discussed with the following addition:
 - Coloured Tags: Different coloured tags being used first thing in morning to differentiate between patients who wishing to see GP/clinician or waiting for blood test, working well.
 - Observation: Chair narrated her report to the group (as attached).

ACTION: Dates for Open meeting and presentation to be arranged.

 - Appointments:
 - Prescribing Nurse deals with routine problems, i.e. minor injury, minor ailments etc. Can refer to the on call GP if needed either face to face, via telephone or computer system for advice.
 - Sit and Wait slot appointments: patients having difficulty in recognising that 'sit and wait' slots are actual appointment times and not just come in to 'sit and wait' and so some patients have not turned up for their appointment. Patients to be advised when booking that it is an actual appointment.
3. Any Other Business:
 - Electronic Prescribing Service (EPS): Patient informed of this service by pharmacy. New service to be rolled out where prescriptions can be sent electronically to pharmacy, no plans as yet for our practice to begin service.
 - Text messages: enquiries being made of Information Governance to see if other information other than reminders for booked appointments can be sent.
 - Local Medical Committee (LMC) Report: Practice requested visit by LMC due changes within the practice over the last few years. LMC report discussed together with financial implications of changes on practice.

- Patient Survey 2012/13: Copy of Direct Enhanced Services (DES) – Patient Participation Application Form outlining criteria given to members. It was felt that focus should be on quality of care and survey be carried out as in past with group members sitting with patients in reception.

ACTION: Ideas to be brought to next meeting

- Summary Care Records: being rolled out nationally soon. Basic information, i.e. demographics and past medical history/medication, in case of emergency care being used.
- Care Quality Commission: Recent inspection shows improvements need to be made to Meden Vale site, i.e. better disabled access, specialised radiator covers etc. Practice needs to find 30% cost.
- Open Day: 6th October 2012 for flu vaccinations/stalls with funds being raised towards building improvements as above.
- Notts County Council Healthwatch: Meeting to be held 18th July at Mansfield Library. JB nominated to represent group.
- Lay Assessor: Invitation made to Peter Sutcliffe, Lay Assessor to attend today's meeting but no response received. Peter is a patient at Oakwood surgery and has been appointed to represent patient groups in Vantage Point on Mansfield & Ashfield CCGs Citizens' Reference Panel and at FCG meetings. Peter is keen to develop links with patient groups and would like opportunity to attend patient group meetings.

ACTION: Invite to next meeting

- Deprivation in the UK - Research done into deprivation – please see attached for links.

Date of next meeting: To be arranged