

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP
MINUTES OF MEETING 5TH SEPTEMBER 2012

Present: Members of the Patient Group

Jackie Jones (Practice Manager)

Invited Guest : Peter Sutcliffe , Lay Assessor

Apologies: Three apologies received

Minuting Secretary: Moira Heslop

1. Chair opened meeting by invited guest, Peter Sutcliffe., to explain his role within the health service.
 - Peter explained he has been appointed to represent patient groups in Vantage Point on Mansfield & Ashfield Clinical Commissioning Groups Citizens' Reference Panel and at FCG meetings. He is keen to develop links with patient groups in order to improve health care in the region. Peter gave an overview of ideas in the pipeline, including improving communication between agencies and implementing a Care Plan for patients on discharge from hospital.

JJ asked if there was any communication between PS and other groups; as his role is in its infancy this is something he is hoping to build upon. It was agreed that he would prepare a report, perhaps quarterly, to feedback to the group.
2. Minutes of last meeting read and agreed
3. Matters Arising:
 - Open Meetings: PH fed back on recent Open Meeting held for those patients who expressed interest in joining the group, response was poor with the meeting at Meden Vale cancelled and only two patients turning up at Warsop Health Centre. Both patients have been invited to today's meeting.
 - Summary Care Records: now in operation. Opt in allows health care workers to access limited information on patients, i.e. name, address, date of birth, health problems and medication.
 - Text messages. Guidance received on sending reminders to patients regarding annual reviews etc, these can be sent if we have patient consent.

- Patient Survey: List of suggested questions to be included discussed. Agreed that the survey would take on the format as in previous years with emphasis on quality of care. Survey to be undertaken in November allowing time for results to be collated and discussed prior to meeting in January 2013 to formulate action plan.
- Open Day – Arranged for Saturday 6th October beginning at 10.00am, usual stalls, i.e. cakes, books, tombola etc. Clinicians to administer flu vaccinations. Disability benefits team invited to attend. Meeting arranged for Wednesday 19th September 4.30pm to finalise plans.

4. Any Other Business

- DNAs – JJ explained patients sent letters for continued non-attendance.
- Invite to be extended to PS for next full Patient Focus Group meeting. Invited extended to him to Open Day.
- FH mentioned tarmac/pebbles at front entrance breaking up. JJ to look into it.

Date of next meeting: Wednesday 19th September, 4.30pm to finalise Open Day.