

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP
MINUTES OF MEETING HELD
6TH FEBRUARY 2013 AT 2.30PM
AT MEDEN VALE MEDICAL CENTRE

Present: Paddy Holden (Chair) 10 members of group
Dr S M Allen Jackie Jones (Practice Manager)

Apologies: One apology received

Minuting Secretary: Moira Heslop

Note: All items discussed at meetings are confidential unless otherwise stated at time of discussion

1. Chair opened meeting by welcoming new member, Peter Crawford
2. Minutes of meeting held 16th January read and agreed
3. Matters arising:
 - (a) Comments outlined in results of recent patient survey categorised as per document attached. Chair invited Dr Allen to answer questions from the floor in connection with these. After lengthy discussion it was agreed the items to be included in Action Plan are as follows:
 - Outside Agencies: PH felt input (on a personal level) from Social Services very poor. PH signposted to Notts Disability for advice/input and to contact Social Services for information and feedback to the group.
 - 6 month repeat medications: Felt that many patients do not understand service or were unaware of it.
 - Availability of on-line appointments: Possibility of implementing this service discussed.
 - Patient Suggestion Box: No box at Warsop
 - Hand Gel next to self check in screen: Not always available
 - Early morning appointments: Only able to offer these at Meden Vale as WHC is not our building.
 - Stimulation in the waiting room: Idea for competition discussed

ACTION: JJ to prepare Action Plan

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(b) Other items arising from the Patient Survey discussed:

- Social Services referrals: GPs prefer patients to self-refer due to information requested by Social Services, the answers to which are usually more in depth than the practice can supply.
- Sit and Wait clinics: now alternating weekly between Meden Vale and Warsop.
- Nurse role: Changed over the years, our Nursing Team is monitored weekly and staff are highly trained.
- Prescription ordering: telephone ordering offered to housebound patients, whether temporarily or permanently housebound.
- Notice Board: Displayed at both sites showing clinical staff on duty each day.

Conclusion: Agreed that Action Plan be implemented and that information leaflets/communication between practice and patients could be improved.

4. Any Other Business:

- Comment made that patients were not always given alternatives when booking appointment. SMA and JJ advised they cannot act if they do not have specific information, i.e. patient name, date, time etc.
- **ACTION: JJ to speak to reception staff and members of group to feedback to JJ with info should a patient approach them regarding this**
- New GP: Starting 7th March on part-time basis.
- Baby changing facilities: available but no sign displayed

5. **Date of next meeting: Wednesday, 17th April at 2.30pm at Meden Vale Medical Centre**