

MINUTES OF PATIENT FOCUS GROUP MEETING
HELD 6.30PM ON 11TH MARCH 2010
AT MEDEN VALE MEDICAL CENTRE

Present: Paddy Holden (Chair) Allan McLean (Vice Chair)
[Members names omitted]

Jackie Jones (Practice Manager) Dr S M Allen

Apologies: **[Members names omitted]**

Minuting Secretary: Moira Heslop

Chair opened the meeting by expressing the group's sadness on the loss of Dr Johann du Toit recently, condolences were sent to his wife Sue, his wider family and staff.

New members **[Members names omitted]** were welcomed.

1. Minutes of last meeting held 15th October 2009 read and agreed
2. Matters Arising:
 - (a) Swine Flu: Programme of vaccination ongoing at present.
 - (b) Making a Difference: Application for funding unsuccessful. Letter only just received from Making A Difference team received – to be discussed in greater detail at next meeting.
 - (c) Secondary Services Innovation Fund: Although application for funding unsuccessful it is felt that the project should go ahead and other ways to fund it will be looked at.
 - (d) Warsop Health Centre:
 - Life Channel – to be in situ shortly
 - Chairs – position of chairs changed to allow for privacy
 - Self check in – now up and running
 - (e) Prescription Desk: Changes to system working well with on-line requests for prescriptions increasing. Comment was made that it was still nice to be able to speak to the Prescription Clerk should patient's have a problem.
 - (f) Pharmacy: Concern re lack of continuity of pharmacist raised. Pharmacists under care of PCT.
 - (g) GP Boundaries: No new information to relay to group
 - (h) Outside light: Receptionists reminded to switch on light on dark nights when patients still in surgery.
 - (i) Open Day: Successful day with money raised allotted to the purchase of the CO2 monitors. Funding for the monitors has also been received from various

sources who all have different criteria to be met. Details regarding application criteria to be finalised before rolling out the programme.

3. Any Other Business:

- (a) Suggestion was made that a photo or plaque in memory of Dr du Toit should be placed at both sites as a mark of respect. The consensus was that although some form of memorial is a good idea it is early days and we must respect the wishes of his wife and family at this difficult time. The practice as a whole have agreed that fundraising this year will be for Cancer Research UK with some members of staff taking part in the Race for Life later this year.
- (b) Test results: E-mail received from group member raising questions re test results. Jackie advised that patients are asked to contact the Results Line enabling them to access a trained member of staff to obtain their results. Patients are also contacted by phone or letter should the GP feel the result needs follow up.
- (c) Lifestyle Information: All practices are required to collect certain information at the behest of the Government and ultimately the PCT. Information is routinely collected by reception staff, which it was felt could raise confidentiality issues. Question was raised as to how patients of other practices felt about this issue. It was agreed that a letter on behalf of the group be sent to practices in the area to ascertain their views.
- (d) LINK: JB advised that LINK are currently looking for non-executive member with an open day at Civic Centre on 30th March for those interested.
- (e) Letter received from Meden Vale Community Association seeking views on placing a bus shelter and/or re-siting of bus stop outside surgery. The practice felt that a bus shelter may have an adverse affect in encouraging people to congregate. A letter in response is to be sent by Practice.
- (f) Closure of surgery during bad weather: Decision was made to close Meden Vale surgery during the recent bad weather on health and safety grounds. Services were still available at Warsop Health Centre.

DATE OF NEXT MEETING: Thursday 27th May at 6.30pm at Meden Vale Medical Centre