

MEDEN MEDICAL SERVICES  
PATIENT FOCUS GROUP  
MEETING HELD 14<sup>TH</sup> NOVEMBER 2012  
AT 4.30PM AT MEDEN VALE MEDICAL CENTRE

Present: 14 group members  
1 member of staff

Apologies: 3 apologies received

Minuting Secretary: Moira Heslop

1. Minutes of last meeting held 19<sup>th</sup> September read and agreed
2. Matters arising:
  - Open Day: £263.25 raised towards improving disabled access at Meden Vale surgery, consensus being event held too early this year; agreed to stage event at a later date in subsequent years. Suggestion made that a hamper be a raffle prize next year, group members to bring items for hamper at each meeting held during 2013.
3. Any Other Business:
  - Staffing: With regret group informed Dr El-Salamani was leaving end of December; patients on Minor Ops Waiting List will be seen before she goes. Interviews taken place but applicants not suitable, post will continue to be advertised. Dr McCormick working extra day and Dr Tausif extra half day with shortfall being covered by locums until suitable replacement found.
  - New experienced Nurse Practitioner starting in January 2013 working over two sites. She is accredited to perform Minor Ops and run Family Planning Clinics although approval awaited from PCT.
  - Care Quality Commission (CQC): building works at Meden Vale commencing 21.11.12. surgery closed during refurbishment, re-open 27.11.12. Extra staff working at Warsop Health Centre during this time, arrangements in place for repeat prescriptions. Patients can order prescriptions early or telephone request for that week only or place request in box at Warsop surgery, patients will not be able to collect prescriptions from Meden Vale surgery during this time. Notices displayed in surgery advising of closure, suggestion made for notice to be put on main gate at Meden Vale surgery whilst building works in progress.

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- Patient Group Notice board: Notice board to be put up in Waiting Room at Meden Vale. Members considered options for the use of the board including advertising events, health information, complaints procedure etc.
- Cascade System: Need for communication system to share information in between meetings highlighted. To be discussed in greater detail at next meeting. Members of group present gave their consent to divulge their contact number to other members.  
ACTION: MH to prepare list of group members and contact numbers
- JJ shared recent events with group and local councillor concerns re patient complaint from a year ago, JJ confirmed complaint resolved at the time and patient happy with conclusion. It was agreed to Minute that the matter had been discussed with the group and no further action be taken at this time.
- Patient Survey 2013: Draft of proposed survey analysed, alterations discussed and noted by JJ. Survey to be conducted weeks of 3<sup>rd</sup> and 10<sup>th</sup> December with group members attending both sites on a rota system helping patient complete forms.  
ACTION: Rota to be prepared and distributed to group  
ACTION: Alterations to be made to draft

4. Any Other Business:

- Electronic Prescription Service (EPS): meeting being held next week to discuss this service, basic outline of service outlined to group whereby prescriptions could be sent electronically direct to pharmacy at request of patient, cutting out the need for paper copies. Pharmacies are asking patients to sign up for this service but it is not compulsory and patients can opt out at a later date. To be discussed when more information available.

Date of next meeting: Wednesday 16<sup>th</sup> January at 4.30pm at Meden Vale Medical Centre