

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP
Minutes of meeting held
Wednesday 14th September 2011
At 5.00pm at Meden Vale Medical Centre

Present: Paddy Holden (Chair)
Jackie Jones (Practice Manager)
Members of the Patient Group

Minuting Secretary: Moira Heslop

Apologies: Various members of the patient group

1. Minutes of last meeting held 3rd August 2011 read and agreed
2. Matters Arising:
 - **Garden** – Block paving completed. Benches and planters to be sourced. Quotation to be sought for patch to left hand side of gate. Agreed to approach Sue du Toit to formally open garden on 29th October 2011 at the Open Day.
 - **Questionnaires** – patient information leaflet prepared outlining system Patients with more than one problem can make a double appointment to discuss their problems.
 - **Email from a member of the patient group** – Discussion took place regarding High Point and what its role is in providing services. Jackie outlined the workings of our group of six practices, it was felt that a meeting between representatives of each patient group in each of the six practices would be beneficial. Jackie to put on Agenda for discussion at a future meeting of the group. It was felt that a copy of the Minutes of the High Point meeting held on 6th September would be useful and to invite John to feedback at the next meeting.
 - **Family Planning** – 1st clinic held today, feedback from Dr El-Salamani is positive.

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3. Any Other Business:

- **Meden Cosmetics** – concerns raised this would take resources away from the practice. It was explained that the business is completely separate from the NHS and that any costs involved are charged to the business.

A VIP night is planned for 21.09.11 with demos of therapies and treatments on offer; invite extended to wider community. All attending with receive a VIP discount card entitling them to 25% off future treatment.

- **Medication reviews** – patient queried role of pharmacy in carrying out reviews. Explained this was part of their contract with the government and patients can refuse review with the pharmacy. GPs routinely carry out medication reviews as part of their overall responsibility, looking at the patient's wider picture as a whole.
- **Referrals** – concerns raised as to practices not referring patients due to cost implications. Group reassured that our GPs look at each patient's needs and refer as appropriate and that cost is not an indicator.
- **Flu vaccinations** – appointments being booked now for those patient's who are eligible.
- **Computer System** – practice in process of changing computer system. Towards the end of September/beginning of October all appointments will be book on the day until transition has been completed.
- **Open Day – 29th October 2011.** Patient group to be heavily involved in arranging day this year. Discussion re stalls / demos etc on the day held. Raffle and tombola prizes needed as well as cakes and books.
Mega wrap arranged for Thursday 27th October at 2.00pm at Meden Vale surgery – all hands welcome.

Date of next meeting: **Wednesday, 12th October at 4.30pm at Meden Vale surgery to finalise details of Open Day**