

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP
MINUTES OF MEETING HELD 18.1.2012
AT 2.00PM AT MEDEN VALE MEDICAL CENTRE

Present: Allan McLean (Chair)
Jackie Jones (Practice Manager) Karen Bonsall
Dr Allen
Deb Dean (minutes)

[Members names omitted]

Apologies: **[Members names omitted]**

1. **Matters Arising:**

- Patient Questionnaire - PCT.

As part of the Patient Participation DES it is recommended that the practice agree areas of priority with the Patient Group.

A lot of the PRG members were involved with the local community via many voluntary groups. The group were able to voice the concerns of other patients regarding the current appointment system.

The group were concerned that patients did not understand the system or some of the terminology used such as “on call doctor” and “sit and wait appointments”. There was also concern regarding telephone access.

The group had no concerns or reports from other patients, regarding the care they received from the doctor and nurses.

It was therefore agreed to concentrate on the concerns raised. With a plan to meet again once the results were collated to discuss any suggested improvements.

It was also agreed that patient group volunteers would sit in reception to help patients fill in the questionnaires.

Contact details of patients filling in questionnaire will be optional but if names are on they will be able to get the results. Results will also be available on the Meden Medical Services website.

Action – Jackie/Alex to compile questionnaire

Moira to liaise with volunteers for available dates to do the surveys.

- .OOH Service questionnaires – to be filled in by patient group members.
- Children and smoking – fact sheet information given to pt group to read.

- Electric Blanket safety checks – fact sheet with info for free tests for electric blankets given to patient group.
- Prescription changes – new system explained regarding removal of telephone for ordering repeat medication prescriptions.
- Summary Care records – Sharing records will be set to automatically share. Only clinical relevant information will be on show to authorised personnel. Patients will have the option to opt out if they don't want their information to be shared by other Care Providers.
- Big Health Forum – fact sheet information given to patient group

Date of Next Meeting: