

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP
MINUTES OF MEETING HELD 19TH OCTOBER 2011

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

Jackie Jones (Practice Manager)

Minuting Secretary: Moira Heslop

Purpose of Meeting: To make final preparations for Open Day to be held 29th October 2011

1. Chair opened meeting by going over Minutes of last meeting held 14.9.11 whilst waiting for practice staff to arrive. Minutes read and agreed.
2. Open Day:
 - Open at 10.00am for public, group members to arrive earlier to help set up
 - Stalls: Raffle, tombola, cosmetics/massage, books, cakes, Patient Focus Group promotion etc.
 - Benches and planters/hanging baskets for memorial garden on order and will be in situ on day. It was felt that a 'No Smoking' sign is needed for the garden. Sue du Toit and daughter Joanne will formally open garden. Bouquet of flowers to be ordered for presentation.
 - Tables, cups and saucers to be borrowed from Village Hall
3. Feedback given on recent meeting attended by Chair. Struggling to get all GP surgeries to have patient groups – will be mandatory in future. It is proposed that there be clusters of patient groups sharing their ideas/best practice and knowledge with website ability to put notices etc on and for representatives of each group to attend and feedback to members.
4. Priorities of Clinical Commissioning Groups – Feedback given on recent meeting. Consideration given to priority services to be commissioned by provider. It was felt that the questionnaire was biased towards voting a certain way and that more information was needed for members to make an informed choice.
5. Minor Injury letter – it was felt that a letter be sent to local schools outlining the criteria for Minor Injury services at the practice.
6. NHS Direct – member advised new number NHS Direct although this is something the practice is not aware of – to be looked into.

Date of next meeting: Wednesday 11th January at 2.00pm at Meden Vale Medical Centre