

MEDEN MEDICAL SERVICES  
PATIENT FOCUS GROUP MEETING  
HELD 24.6.2010

Present: Paddy Holden (Chair) Allan McLean (Vice Chair)  
Members of the Group Jackie Jones (Practice Manager)  
Alex Hague (Administration)

Apologies: Dr S M Allen                      Minuting Secretary: Moira Heslop

1. Chair gave presentation on the group and its future and its effectiveness in working with the practice and that all matters discussed are confidential unless otherwise stated.
2. It was agreed that various steering groups be set up and a cascade system be implemented in the event of an emergency.
3. Letters: Some members advised they had not received notification of a previous meeting. It was, therefore, agreed that some members could hand deliver letters to others and that e-mail addresses be used also.
4. A presentation was then given of the draft website. A link to healthy walks/healthy lifestyle suggested as well as a separate page for PALS (Patient Advice Liaison Service). Ideas for inclusion greatly welcomed.
5. Transport Services have advised that hospital transport may be available for those on mobility allowance, those not on the benefit may not be eligible and may need to find other means of transport.
6. Patient concerns – practice is always accessible to discuss any patient concern. In the first instance the query should be directed to Karen Bonsall, General Manager.

ANY OTHER BUSINESS:

1. Welfare Rights. Sue Bailey now attending Warsop Health Centre on Tuesday mornings to give advice on benefits/housing/Social Services. It was suggested that we invite Sue to the next meeting to give a short talk on her work.
2. Bus Stop – repositioning of bus stop in hand
3. Appointments system and tags – new system being trialled w.e.f. this week to try to alleviate some of the recent problems.
4. Garden – Enquiries to be made as to design, costings etc and for the Fundraising group to meet to discuss.

Date of next meeting: Thursday 2<sup>nd</sup> September at 6.30pm at Meden Vale Medical Centre