

Meden Medical Services
Patient Focus Group
Minutes of meeting held 27th May 2010

Present: Paddy Holden (Chair) Allan McLean
Jackie Jones (Practice Manager)
Alex Hague (Admin)
Members of the Patient Focus Group

Apologies for absence received

Minuting Secretary: Moira Heslop

Purpose of Meeting: To discuss the future of the group and the way forward

1. Chair opened the meeting by thanking everyone for coming and outlining the purpose of the meeting. As the group has grown in number over recent months it was felt that the role of the group and format of meetings be reviewed.

A presentation was made on the Future of the Patient Forum and the way forward, the main points of which were:

- To survive we must have a good working relationship with the practice
- Review the aims of the group
- Have a degree of discipline
- Items for agenda to be forwarded to the Chair at least two weeks before the date of the meeting
- Any Other Business to be given to the Chair at the beginning of the meeting
- Respect people and listen
- Restrict what is said to facts
- Address items via the Chair
- All items discussed are confidential unless prior agreement is reached to disclose information to others
- Subjects that require a vote will be decided by the majority
- Need to develop core working groups
- Groups to include: patient website, patient newsletter, fundraising, planning, patient queries etc.
- Roles required for the group, Chair, Secretary etc

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- Core groups to meet outside of the main meeting and bring issues for discussion to the main meeting
- Have a contact cascade system for emergency purposes
- Be proactive in trying to solve problems

SUMMARY

To ensure our voice is heard we need to take responsibility of our group by working with the practice and each other
Be involved in re-design of systems by creating working groups for different areas

If you would like to get more involved in the core groups and feel you have useful skills please let Chair know

After discussion it was suggested that there be at least four members in each core group. Ideas for which working groups needed welcomed.

Confidentiality: as mentioned above it may be useful for each member to sign a confidentiality form and also advise whether or not they want their name to be included in Minutes of meetings when they are in the public domain, i.e. via the website etc.

WEBSITE:

Presentation then given on draft of proposed link from Meden Medical Services website to Patient Focus Group and what could/should be included. Ideas for items welcomed. Work ongoing on draft; to be discussed at future meetings.

Ideas suggested for inclusion at the meeting: Welfare Rights, Charity shop, Carers.

Any Other Business:

Pharmacy 2U

An additional, new service available to patients in that it is not intended to replace any existing services but can be used for delivery of medication anywhere in country. Would be useful for those who work shifts, on holiday etc.

Date of next meeting: Thursday 24th June at 6.30pm at Meden Vale Medical Centre