

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP MEETING
29TH MARCH 2012 HELD AT MEDEN VALE MEDICAL CENTRE

Present: 12 patient group members, 2 members of staff

Apologies: 7 apologies received

Minuting Secretary: Moira Heslop

Purpose of Meeting: To discuss results of recent Patient Survey

1. Results of survey agreed and discussed in detail with the following points noted/Action plan put in place.
 - Date to be arranged for Chair to observe various areas of practice work and feedback to group members at next meeting
 - 68 patients expressed interest in becoming patient group members. Open Day(s) to be arranged for those interested to attend with view to new members joining group as 'virtual' members or attending meetings in person. Minutes of this meeting to be sent to these patients once date for Open Day(s) arranged.
 - Different coloured tags to be used to differentiate between patients attending sit & wait sessions for blood tests and patients wishing to see GP/Practice Nurse thereby alleviating pressure on reception first thing.
 - Duties of 'On call doctor' duties outlined, agreed title is re-named 'Duty doctor' as patients having difficulty in understanding role.
 - Names of clinicians on duty to be displayed. Example of proposed display shown with comment being names is in larger print.
 - Appointments system outlined by P. Manager, i.e. pre-bookable appointments, Prescribing Nurse triage, on the day appointments for GPs except Duty Doctor, appointments for Sit & Wait Duty Doctor.
 - GP slips – clarification needed on slip as to which clinician patient is to be followed up by, i.e. named clinician or any GP/Practice Nurse.
 - Members of group had tested telephone system and had had no difficulty in obtaining an appointment.
2. Date of next meeting : To be arranged