

MEDEN MEDICAL SERVICES
MINUTES OF MEETING OF
PATIENT FOCUS GROUP
HELD 29TH JULY 2009
AT 3.30PM AT MEDEN VALE MEDICAL CENTRE

Present: [**Members names omitted**]

Representing Meden Medical Services: Dr J du Toit
Jackie Jones, Practice Manager
Alex Hague, Administration

Apologies: [**Members names omitted**]

Minuting Secretary: Moira Heslop

In the absence of both the Chair and Vice-Chair Jackie Jones chaired the meeting.

1. SWINE FLU

Current outbreak of swine flu has placed great demand on the services of the practice and the health service in general. Patients are asked not to attend surgery but to contact the National Flu Line for advice. Routine appointments had been suspended for the time being and emergency appointments available for those patients who do need to be seen for anything other than swine flu, although patients who already have a pre-booked appointment were still seen. Guidelines from Government and Primary Care Trust change daily but the practice has in place contingency plans should the demand on services increase.

The worst of the current situation now appears to be over and normal services have been resumed. Patients diagnosed with swine flu are asked to arrange for a 'flu friend' to collect medication from the designated flu centre in Kirkby in Ashfield.

Plans are in place for a buddying system between Riverbank Practice and Oakwood at Mansfield Woodhouse should the outbreak escalate during the next few months.

Vaccination is due out later this year but how and who will receive the injection is not clear at present. Priority may be given to pregnant women, those with chronic diseases and front line staff. The vaccination may be in the form of two separate doses with the second being three weeks after the first. The question of storage of the vaccines was raised; this is something the Primary Care Trust are looking into.

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- 2 -

2. MEDEN MEDICAL SERVICES WEBSITE

Website currently being set up. Alex gave members of the group an overview.

The site is secure and patients will be able to 'Meet the Team'. The site also gives information about the practice. Patients will be able to order prescriptions via this site, however, those on repeat dispensing may be contacted should they need to see a clinician prior to the issue of the batch of prescriptions. Patients will be able to see the status of their request also.

It is envisaged also that in time there will be limited appointments available for patients to pre-book on-line thereby improving access for patients.

3. MAKING A DIFFERENCE – Patient Groups and Access Programmes

There is a pot of money available for patient groups to 'tap into'. It was suggested that the group could set up a page on the website to promote themselves, events, that patients could access a designated member of the group to pose their queries who would in turn feed back to the surgery/group.

As not all members are present today it was requested that this be discussed at the next meeting for feedback.

4. SECONDARY SERVICES INNOVATION FUND

Practices can apply for funding for non-recurrent projects with the criteria being of benefit to patients. A draft of a health card has been produced for patients to carry with them detailing when their chronic disease management plan, i.e. when blood tests, blood pressure etc. next due. If put in place it would be rolled out to new patients first.

Ideas put forward by the group included combination of the information on a credit card sized booklet.

5. WARSOP HEALTH CENTRE

(a) ACCESS

Doors now open at 8.15am and numbered tag system in place as at Meden Vale.

(b) LIFE CHANNEL

Request for two screens to be placed at Warsop, however, only one screen being offered at present which would be sited above our reception desk.. It was agreed that a letter be sent from the group expressing concern regarding confidentiality issues.

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(c) ARRANGEMENT OF CHAIRS

It was felt that the current arrangement of chairs at Warsop Health Centre is unsuitable in that they face the reception desks thereby making it easier for conversations to be overheard. To be addressed at next meeting between Primary Care Trust and practices.

7. PRESCRIPTION DESKS

Reception desk at Warsop to be moved to where Prescription desk is currently. Prescription clerks at both Meden Vale and Warsop to be situated in reception area with patients being encouraged to bring in side B of the prescription when ordering. This should hopefully alleviate the queues at the desk thereby freeing up the Prescription Clerk's time to answer the Prescription Line and generate those prescriptions handed in. Prescription Clerks will still be on hand to answer any queries by patients presenting at the desk.

8. ANY OTHER BUSINESS

(a) BOWEL CANCER SCREENING FOR OVER 70S.

Fred advised he had read in a magazine of a service for those over 70. We are only aware of a service for those aged 60-69.

(b) BUS TIMETABLE

It was felt that a notice giving the times of buses between Meden Vale and Warsop and vice versa be displayed for information.

Date of next meeting: To be arranged