

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP
MINUTES OF MEETING HELD 2.9.10
AT 6.30PM AT MEDEN VALE MEDICAL CENTRE

Present: Paddy Holden (Chair) Allan McLean (Vice Chair)
Members of the group Dr S M Allen
Jackie Jones (Practice Manager) Alex Hague (Admin)

Apologies: Six apologies received

1. Minutes of last meeting held 24.6.10 read and agreed with one amendment:

Item 5: Hospital transport is not available for those in receipt of mobility allowance

2. Matters Arising:

- Garden – no progress. Jackie to speak to contractor if nothing heard from Monday via lead for the project
- Bus stop – now moved
- Appointment System/Tags – Official complaint received via PCT stating tag system unfair to those who telephone for appointment. Appointment system explained to patient and reiterated to group by Dr Allen, i.e. prebookable, book on day, nurse triage etc. A trial is taking place of sit and wait appointments by nominated doctor on call. On call doctor takes overspill for the day. Discussion took place around pros and cons of system.

It was suggested that an appointment sheet showing appointment times/GP location be prepared as in the past, however, due to current trial it was something to think about for the future.

3. Any Other Business:

- Anonymous complaint sent to PCT by e-mail regarding outdated decoration at Meden Vale. The consensus of group was that they would prefer funds to be spent on patient care in first instance.
- Coffee Morning arranged for 24th September with cakes, biscuits, tea/coffee/fruit juice available. Crockery to be borrowed from Meden Vale Village Hall. Alex to prepare posters highlighting the event.
- Open Day – scheduled for 23rd October with usual stalls and staff giving flu vaccinations. Article to be prepared for Warsop News highlighting event. Items for raffle/tombola stall to be collected.

- Private clinic – arrangements in hand to provide private cosmetic clinic, i.e. botox, massage etc. It was felt that a stand with publicity material could be made available at the Open Day.
- Save our Swimming – Sheila asked if a letter had been received from this group regarding referring patients to Meden Swimming Pool. As no letter has been received Sheila to follow up.
- CO2 monitors. Application forms handed out to group members to be given to anyone they thought would benefit from such a monitor. Criteria at present is those aged over 60 and/or on low income.
- Rowlands Pharmacy – Complaint made to PCT by Rowlands after our recent promotion of Pharmacy 2u. Meeting held with PCT who are happy that we are offering a good choice of service to patients, i.e. telephone access, e-mail ordering, 6 monthly scripts, collect from all local branches of Rowlands as well as both surgeries, Pharmacy 2u etc.

Date of Next Meeting: Thursday 30th September at 6.30pm at Meden Vale Medical Centre