

MEDEN MEDICAL SERVICES
PATIENT FOCUS GROUP HELD 30TH SEPTEMBER 2010

Present: Paddy Holden (Chair) Alan McLean (Vice Chair)

[Members names omitted]

Apologies: **[Members names omitted]**

1. Coffee Morning 23rd September: great success, well received by patients.
2. Open Day: Finalisation of details for Open Day discussed.
 - 23rd October between 10a.m. and 12 noon
 - Volunteers wanted to help on the day
 - Tombola/raffle prizes needed
 - Posters needed and details to be put on website
 - 20th October volunteers needed to help wrap tombola prizes
 - Sale of refreshments
 - Cake stall
 - Book stall
 - Recruitment drive for patient group
 - C02 monitors promotion
 - Plus other stalls
3. Any Other Business:
 - (a) Appointments system – feedback received via group from one patient that she was impressed with the new system.
 - (b) Query made re continuity of care: members felt that they should be able to see same GP who is dealing with a particular problem. While it is preferable this is not always possible, however, all information is documented on patient records for follow-up by any of our GPs.
 - (c) Appointments system for book in advance explained to patients whereby sessions are added to system on a rolling basis.
 - (d) Pharmacy 2U – service implemented to improve access for patients requesting prescriptions to enable them to have medication delivered to place of their choice.
 - (e) Garden: Design completed, promise of free materials made. It was suggested that a display of the design be made available on the Open Day.
 - (f) Meden Cosmetics: New private service may be offered to community. Business Plan and finalisation of all details in process of being completed.

Date of next meeting: To be arranged