

MEDEN MEDICAL SERVICES  
PATIENT FOCUS GROUP  
MINUTES OF MEETING HELD 3.8.11  
AT 5.00PM AT MEDEN VALE MEDICAL CENTRE

Present: Paddy Holden (Chair)  
[Members names omitted]  
Jackie Jones (Practice Manager)      Deb Dean (minutes)

Apologies: [Members names omitted]

Presentation given by Taryna Bailey – Meden Cosmetics

1. **Matters Arising:**

- **Garden** – After having trouble finding a reliable gardener it was decided upon having block paving with a bench and pots.  
An opening ceremony will be performed once the work has finished.
- **Questionnaires** – Patients say that they can't get an app within 2 days.  
It was suggested that there was a lack of information relating to the appointment system therefore Jackie introducing a Patient Information Sheet, highlighting the appointment system. A draft patient information sheet was issued to all who attended the Patient Group meeting with suggestions for changes to the sheet as follows.

**Same day appointments** - Sit and wait appointment to show that they are available both in the morning and afternoon.

**Tag system** – for queuing to be put in bold

It was also suggested that a notice board to show which GPs are at work on that day, be put up in waiting room.

- **Email from Member of the patient group** – asking if a representative of Highpoint could attend one of our future meetings to help explain the remit for Highpoint and Highpoint's view on Patient Focus Groups.

High Point are holding an open meeting on Tuesday 6 September 2011 for anyone who is interested in health and having a say in the planning and commissioning of health care in Mansfield and Ashfield. (Please see attached leaflet).

- **New Service – Family Planning** – Patients can be seen in a family planning clinic with Dr El-Salamani who can fit coils. The Clinics will be on a monthly basis.
- **Open day** – It was agreed to have the Open day on Saturday 29 October 2011.

2. **Any Other Business**

- **Surgeries Running Late** - Patients in the waiting room at Warsop Health Centre to be informed if the GP is running late by the JX board.

Jackie to discuss with Alex.

Date of Next Meeting: Wednesday 14 September – 5.00pm at Meden Vale Medical Centre