

MINUTES OF PATIENT FOCUS GROUP
HELD 6TH MAY 2009 AT MEDEN VALE MEDICAL CENTRE

Present: Paddy Holden (Chair)
[Members names omitted]

Jackie Jones (Practice Manager)

Minuting Secretary: Moira Heslop

Purpose of meeting is to discuss Access. Recent survey showed patients had concerns with access, especially telephone access, the group's help in this matter is requested.

A short questionnaire has been prepared, the contents of which was discussed. Suggestions for amendments were made, it was agreed that patients do not have to identify themselves if they so wished.

ACTION: Rota to be set up for both sites for members of the group to sit in waiting room to complete questionnaires.

Any Other Business:

Triage with Deborah working well

It was felt a list of surgery times be displayed including the extra hours with possibly an article in Warsop News.

ACTION: Moira to make enquiries.

Swine Flu: Protocol in place for suspected cases. Should an outbreak occur all annual staff leave would be cancelled.

Out of Hours cover: All cover is provided by GPs working within the area.

Pre-bookable appointments: At present all Friday appointments are book on the day. We are currently trialling a system where Friday am appointments are made available on the Tuesday of that week and Friday pm appointments are made available on the Wednesday of that week.

Dated: 21st May 2009