

MUNRO MEDICAL CENTRE

Patient Core Group Meeting Monday 18th September 2017

MINUTES

Present: Roger (Acting Chair), Joan, Anthony (Newsletter Editor) Frank & Bernie, Steve, Veronica & Janet Burgess. Lisa Burns (MMC), Debbie Herd (MMC - Acting Secretary) Dr Wheatley attended from 6.45pm.

1. Chairman's Introduction/Welcome – Roger welcomed the group, as vice chair Roger has taken this role for the current time.
2. Apologies & Secretary's Report – Resignation had been received from Richard and Connie
3. Minutes Of Last Meeting – Agreed as true record by Steve & Debbie
4. Matters Arising – Debbie showed the group the information pack that is given to type 2 diabetics, all is available on internet.
5. Chairman's Update - Roger reported that due to time constraints he would not be able to attend the cluster group meetings, however Anthony has attended in the past and kindly offered to represent the group going forward.
6. Munro Medical Centre News –
Patient Survey - Anthony had investigated on-line survey options and looks as though google forms may be the best option. Survey to be distributed to the group in the next few days for any further comments. Deb asked if the group would be able to help input paper results & some members kindly offered to do this.

Flu Clinics – Lisa explained that we are planning to do vaccines opportunistically (for those in at risk groups) when patients are present in the surgery, there will be short flu sessions running lunchtimes and evenings. 400 vaccines given in first 4 days; numbers vaccinated will be monitored and if the need arises for a Saturday clinic this will be considered later in the campaign. The practice will be as flexible as possible to accommodate patient's needs. Lisa asked if members of the group would be able to assist on Wednesday lunchtime clinics from 12.30 – 2.00pm starting from 27th September, volunteers to contact Lisa. Group suggested advertising in local paper as other years as well as Facebook, website etc.

Services Update – 24 hr. Blood Pressure Monitoring will be fully operational shortly. No news on evaluation of Teler dermatology or Care Home service.

Quality Visit – Deb reported that the Practice will receive this visit on 2nd November, it will be attended by members of CCG & the quality team.

Friends & Family – Deb circulated results from friends & family and viewed comments from patient responses, mostly positive comments, no actions required.

7. Newsletter Update – Anthony asked for any additional items for the newsletter and he will get a draft out shortly.

8. Patient Group – discussion around what the group can do for the practice & what the practice want from the group, Deb has document that was shared previously with Chair about how the group can help. Deb will email to the group. Discussion on ways to promote group and encourage members from different age groups.

Any Other Business

Frank reported on new service for hearing tests & support with hearing aids, this service is now provided by Specsavers, Deb will check details and this could be added to newsletter.

Screens in Waiting Rooms – members reported that information is either too small or changes to quickly, Lisa reported that they are not the easiest things to navigate but we will look at them and see what we can change.

Discussions regarding various appointment scheduling etc.

Close Of Meeting