

MUNRO MEDICAL CENTRE
PATIENT GROUP MEETING MINUTES
HELD MONDAY 13TH JANUARY 2014

PRESENT: Chairman & 6 members
2 Management Members

In Attendance: Healthwatch Member

1. Chairmans Welcome

The Chairman opened the meeting by thanking all for attending. A patient of the practice and also a member of Healthwatch was in attendance as an observer at the meeting.

The Chairman reported that since the last meeting the Secretary had resigned from the position and from the group due to family commitments. Everyone extended their thanks for their contribution, help and support.

The Chairman explained that the main purpose of tonight's meeting was to discuss the results of the survey.

2. Apologies:

2 apologies were received

3. Minutes Of Last Meeting held Monday 11th November 2013

Agreed and seconded

4. Matters Arising

Discussion took place regarding EMAS and response times, no updated information available, another CCG is leading on this issue, we will try and get an update, use of first responders discussed, a member asked how many responders are in the area, this was not known, Practice Manager to enquire.

Voluntary Car Scheme

A member reported on a positive note regarding using the service. We shall invite the organiser to one of the future meetings.

5. Munro Medical Centre News

The Practice Manager reported that Dr Ulla will not be returning after maternity leave and the recruitment process is under way.

GP Registrars – The Practice Manager confirmed that Dr Obi and Dr Sadiku are in post for 4 months and Dr Atun starts this week.

Winter Newsletter – The Editor circulated the newsletter that was for review prior to printing, this was reviewed and agreed with a couple of additions:
Notification to inform patients of options available to order prescriptions.

New services – pharmacy to prescribe certain medication from a list preapproved by the patients GP for children and elderly

6. Patient Survey

The survey had been distributed in advance of the meeting. The group commented on how well presented the survey was and the Assistant Practice Manager was thanked for the work on this.

A member said that it was disappointing that a Partner was not in attendance as it was very useful last year when Dr Beatty was present, the Practice Manager reported that unfortunately Dr Lennon, who was due to attend had taken sickness absence at fairly short notice.

The Assistant Practice Manager lead the group through the results, the points raised were:

Practice population/demographics – we agreed to try and encourage more under 16's to complete questionnaires, although it was felt that often a parent would do this on behalf of a minor, to consider options to increase responses in this area for next year.

We discussed e-mails to patients, the Assistant Practice Manager reported that these were sent for the survey, however this is very time consuming as the system is quite cumbersome.

Responses to Doctors questions over care etc, down in some areas and it was agreed to recommend some more in-house surveys for clinicians.

Appointments on-line. A member asked about on-line appointments and the difficulty in booking these, the Practice Manager reported that unfortunately the clinical system is quite limited & the practice prefers patients to book with their usual doctor & therefore locums, registrars & visiting doctors do not show up on the internet booking screen. The group felt that it would be much easier if patients could choose another doctor if their own is not available, the Practice Manager agreed to take this back to the Practice Meeting.

Results Service – this was a new question this year and the results were very good

Would you recommend us? – after discussion the group felt that perhaps a more appropriate question would be “were you satisfied with the service”.

Once the survey has been finalised at the next Practice Meeting the results will be published on the internet, waiting room etc.

AOB – A member raised the issue of review dates and reviewing prescriptions, how and when these are done. Deb to confirm this

The Practice Manager thought that is a scheme for reviewing through Chemist/
Pharmacy, Practice Manager to Check with Dr Lennon

Healthwatch – details of next meeting Wednesday 22nd January circulated to
group.

Next Meeting: Monday 10th March at 6pm