

MUNRO MEDICAL CENTRE

PATINET GROUP MEETING MINUTES

WEDNESDAY 14<sup>TH</sup> MARCH 2018

PRESENT: Roger Perkins, Joan Reeve, Anthony Cronin, Frank & Bernie Blades, Veronica Cowan, Steve Colby; Lisa Jones, Theresa Hare, Dr Wheatley. Debbie Herd arrived later.

1. Roger welcomed all to the meeting
2. Apologies & Secretary Report – Lisa reported Apologies from Janet Burgess.
3. Minutes Of Meeting on 10.01.18 agreed as true record by
4. Matters Arising
5. Patient Survey –  
The survey results had been produced by Anthony and had been circulated to the group prior to the meeting, Roger had pulled together some comments and circulated these. The group went through the results –

Discussions

- Some specific questions are chosen as they also reflect questions asked in the national survey.
- Survey positive for results service, comments that would like to see phone line open for longer/other times.
- Seeing a specific Dr – try to accommodate not always possible may be asked to see other healthcare professional initially if requesting male/female.
- Receptionist asking patients what their symptoms are – this is to enable signposting, confidential area available for discussion – telephone calls do not take place at reception.
- Medications – Clinical commissioning group recommend changes in brands/some drug made unavailable on nhs prescription, often affects large numbers of patients & not able to contact each individually but patients receive message on right hand of prescription. Janet had sent in query as in addition to this a patient had not been given opioid medication & consultant had confirmed he needed them , GW reported that Gp wouldn't over-rule a specialist , but if making a decision was outside of their expertise GP may look for alternatives. ( ie. Opiates may have been started before that speciality problem arose)

Actions as agreed at meeting –

- Patient toilets at front entrance to be upgraded
- Car park – feasibility to increase car park spaces/make improvements to “hump” at entrance, address pot holes.
- Look at seating blue area and call through system
- Waste Bins in waiting room
- Inform patients of reason for questioning of symptoms when requesting appointments.

6. Munro Medical Centre News

Awaiting decision on Pinchbeck Surgery

7. Newsletter/Ideas – Anthony reported that he has enough content with the survey results

Close of meeting

Next meeting: Wednesday 16<sup>th</sup> May