Minutes from Patient Panel Meeting on 26th April 2013

**Attendees:**
Gerald Griffiths, Bob Wright, Ruth Page, Dorothy Johnson, Janet Giles, Pat Ellis, Christine McKinnon, Lynne Adams.

**A+E**
Need to save money and cut back on usage of A+E. The way we have discussed is for our patients to see the nurse more often and see if we can cut back on the amount of patients that are admitted with COPD. We will supply them with emergency packs so that when they do have a flare up then can start taking the medication immediately.

**End of Life Care Plan**
The surgery are putting together a plan that will give patients that only have 12 months or less to live a comfy life. The system will work on a traffic light system, it will start on green, which they will remain on until we start to see signs of them going downhill, they will then change to amber where the doctor and other nurse will start to make physical visits to the patient and then it will change to red which is where the patient will have regular visits from everyone and will have a care package put in place when they are in there last days.

**Premises Update**
The lease at Station Avenue can be renewed for a further 3 years but for a lot more money and the surgery will have to pay for any repairs that need to be made on the surgery, where at the minute all repairs are covered.

**Usha – Nurse Prescriber**
The patient panel feel that the Nurse Prescriber needs to be advertised more, they think it would be good if there is some kind of display that advises the patients on what she can and cannot do, the reason of this is because most patients aren’t aware she even works at the surgery. Also a member of the patient panel feels that a little paragraph in the patient information leaflet would be a big help.

**Staff**
On the display boards in reception the patient panel feel that a spider diagram with all the staff and doctors pictures on would be a good idea, along with the days that each doctor sits, and which days the receptionists work and which department they are working in.
Patient Panel Summit

There will be a meeting for all the members of the patient panel on Wednesday 15\textsuperscript{th} May 2013. This will be held at Christchurch House, New Union Street.

Questionnaire

Due to it being a new financial year we will need help on the questionnaire again. The patient panel have asked for a copy each of the questionnaire which they should have been given at the meeting, if you were not given a copy then please let Amie know and she will send one out to you. If you can all think of any questions that you feel should be included in the questionnaire then please let us know and we will pass all ideas on.

Appointments

The patient panel pointed out that they are struggling to get in with the GP at the moment; all the doctors at the surgery have now gone part time so there will be a struggle in finding an appointment quickly. However we are trying to now advertise Usha more who can deal with the minor illness problems.

Newsletter

The newsletter is very time consuming at the moment and we don’t have enough time to do it. One of the patients has volunteered to interview one of the doctors and get all the information needed to put in it (Lynne Adams).

Emis – Internet Access

You will soon be able to order medication online, there was a bit of a problem with it before where we didn’t know where the requests were going or that they were only going to one doctor. This was quite dangerous because if that doctor is not in surgery then we wouldn’t be able to get them. We seem to have figured out how to organise it now and should be ready to go live in the next 2 months.

Next Meeting

31\textsuperscript{st} May 2013 – 2.00pm at Station Avenue

Chris McKinnon gives her apologies for the next meeting.