Patient Panel Minutes from Meeting Held on Friday 5th July 2013

Attended:
Pat Ellis, Dot Johnson, Colin Tysall, John Brooman, Lynne Adams, Robert Wright, Karin Bruce and Amie Robins.

Apologies:
Pat Mulqueen-Wood, Gerald Griffin, Ruth Page and Christine McKinnon.

Mater Arising – None

Current Topics

Dignity and Privacy Policy

All patient panel seem to agree with the policy.

Inspections are now taking place all over Coventry so we are trying our very best to prepare for our inspection we will get criticised for every little thing. But it’s something we need to prepare for.

Macmillan Coffee Morning

Amie will be holding a Macmillan Coffee Morning on Friday 27th September 2013 around 11am. This gives us quite a while to prepare for it, if any one has any ideas that they would like to share then please email me on the following address; info.jubileehc@nhs.net and put for the attention of me to make sure it reaches me.

Patient Panel

We are now asking all patients that have had problems with the surgery in the past to see if they would like to join our patient panel, so that they can join and have their say and what changes they think need to be made or if there is any advice they would like to give. This will help us to be able to figure out what areas need improvements.

DNA appointments

At the moment we are struggling with DNA appointments, there is only a limited amount of appointments anyway so this is causing all our appointments to be wasted. From Monday – Thursday Last week we had 47 DNA’s. We also have a lot of patients that are phoning up on the morning and insisting that it is an emergency, we book them an appointment and they don’t turn up or they don’t even phone to cancel the appointment so that someone else could have it.
One member of the patient panel advised that we should ask anyone that DNA’s an appointment after phoning to book to come into the surgery if they want to rebook the appointment. This will then enable us to collect information about all the patients that seem more common to DNA.

**AAA Screening Programme**

This programme is for patients over the age of 65, it is based at Rugby Hospital and it is to test for an Abdominal Aortic Aneurysm.

**Decorating**

All the woodwork outside tile hill has now been re-stained and Dr Robson’s room will be re-decorated and the curtains are being replaced with blinds.

**Research Programme**

Karin and Dr Jagadeesan will be taking part in a research programme; once this is completed it will be worth £1000 so they will use these funds to decorate the surgery.

**Lease on Station Avenue**

We have now been given a 3 year lease on Station Avenue Surgery, no official documents have been signed yet but the solicitors are chasing this up.

**Online Patient Access**

Posters will be put up everywhere once this is up and running so that the patients have the chance to trial it. The patient panel will trial this first to see if it works ok and if it’s all ok then we will then open it up to the whole practice.

www.patient.co.uk/access

All patients have to be permanently registered in order to be able to access online.

**111 Service**

Karin is trying her hardest to find out information about the new NHS system and whether it’s working properly. No one really seems to have any answers for her.

**Dexa Scan**

There has been a Dexa Scan in place since April but they have no one that is able to operate it. Patient panel want to know what will be done with the results and how to feed into the service. Karin will run these past the doctors at the next meeting they have.
Questionnaire

We are now collecting questionnaires for all the doctors and nurses. We will let everyone know once we have collect enough and will be putting up the results shortly after they have all been counted and entered.

NEXT PATIENT PANEL MEETING: 2nd August 2013 at 3pm