MINUTES FOR PATIENT PANEL MEETING
HELD AT STATION AVENUE BRANCH SURGERY
ON FRIDAY 4th October 2013

1. Welcome

2. Apologies:

3. Matters arising:

   i. EMIS Access update – going very well, currently well over 2% of practice population now have electronic access. This is being advertised in the surgery and will be in the newsletter.

   ii. Flu clinic updates – going well. We have had four successful clinics and have four more booked.

   iii. Update on coffee morning – £290 raised for MacMillan and banked. After we banked the money we had a further donation but as we had no more paying in slips we have put in our collection for Myton Hospice.

4. Current topics

   i. Winter pressures – A & E are already experiencing high levels of use of their service, and at the next Godiva Meeting for GPs and Practice Managers and Nurses, discussion on how practices can help will take place. We aim to produce ten top tips for how to reduce A & E attendances. If patient panel members have any ideas, can they be brought to the next meeting please.

   ii. Feedback from Patient public and carers involvement conference – This occurred at the Rugby Club and was attended by KB and also patient, Pat. Useful information was exchanged. Unfortunately as the post took so long, other members were not able to attend as they received their invitations after the event.

   iii. Questionnaire for discussion and following steps - discussion with members, details will be published on website

   iv. Diabetes group – KB and EL now on board – Mr Wright would like further details of this group when available.

   v. DNA Message – put on at the beginning of the phone message when dialling the surgery – we have no statistics yet as to whether this has had any impact on our DNA rates.
5. Any other business
   i. Discussion over problems of access to mental health services when Dr Robson tried to get care for a patient. Suggested Mr Tysall be notified of these problems as he has links with mental health services.
   ii. Discussion over receptionists asking questions – suggest when we change the phone message we put something on about “Receptionists may ask brief questions about why you need to see a GP – these are not asked to offend patients but to ensure your problem is channelled to the right medical professional.”
   iii. Suggest we put a notice on our notice boards about the costs of visiting A & E, and visiting consultants. (Since the meeting KB has attended a Godiva Clinical Leadership Team Meeting, and it has been suggested that Godiva do a campaign regarding educating patients about the costs)
   iv. Discussion occurred about how Practices obtain their income, and about secondary care budgets and how care is commissioned and paid for.

6. Date of Next Meeting - Friday 29th November 2013 at 3pm at Station Avenue.