MINUTES FOR PATIENT PANEL MEETING

HELD AT STATION AVENUE SURGERY

On 18th September 2015 at 2.00pm

1. Welcome

2. Matters arising:

   Flu clinic – request that we have chairs in the hallway during the flu clinic as some elderly patients find it hard to stand for more than a minute or two.

3. Current Topics:

   a. Dr Jagadeesan will be returning to work after maternity leave in December 2015.
   b. Advert for replacement doctor has closing date of 21st October. Interviews to occur on 28th October.
   c. Station Avenue Premises – Discussion with Dr Hazarika are ongoing. It is possible that we may get a further 3 years at a similar rate, further discussions have occurred since the patient panel meeting. The lease would still be outside the landlord and tenant act, but Dr Hazarika would like us to be responsible for ALL repairs internal and external. Negotiations are ongoing but it is likely that we can come to an agreement.
   d. Significant event – issue over wrong details in patient notes was identified. Paper notes had arrived in the practice with a mix of two different patients letters. This was identified and changes to protocol have occurred to reduce the likelihood of transferring incorrect data from paper to the computer.
   e. Docman project - Using our document management system (Docman) all letters coming into the practice are now seen by an Administrator and those requiring further action go to the GP. This course of action is reducing the amount of paperwork being dealt with by the doctors enabling them to see more patients.
   f. Macmillan coffee morning – all planned and organised by Amie, volunteers from patient panel very very welcome.
4. Any other business:
   a. Type II Together is a diabetes help group for patients with Type ii diabetes. The most local meeting is at Tanyard Community Centre on the 2\textsuperscript{nd} Thursday of the month.
   b. There is a collection centre at Hillfields Evangelical Church which runs on Tuesdays from 9.30 – 11.00 for people who need help, they are particularly looking for donations of clothing, bedding and food.

5. Next meeting: Friday 20\textsuperscript{th} November 2015 at 2.00pm
   Station Avenue Branch Surgery.