

MUNRO MEDICAL CENTRE
PATIENT GROUP MEETING MINUTES
WEDNESDAY 10TH JANUARY 2018

PRESENT: Roger Perkins (Acting Chair) Joan Reeve, Anthony Cronin, Frank & Bernie Blades, Veronica Cowan, Janet Burgess, Steve Colby, MMC -Debbie Herd (acting secretary) Lisa Jones & Dr Wheatley

1. Roger welcomed all to the meeting
2. Apologies & Secretary Report – no apologies
3. Minutes Of Last Meeting – Agreed as true record by Anthony and Frank
4. Matters Arising
 - Patient Survey –Approximatley 120 surveys completed so far, unfortunately members of the group had not been able to come in and encourage completion of survey, it was agreed to extend closing date to 31st January and propose to push surveys further with aim to complete 2,000. Both practice and group to assist in encouraging completion.

Although previously agreed it was felt that survey is rather long and group discussed having rating on front of survey from 1 – 5 and a number box for each question to reduce its length, consider asking specific questions in a separate survey, to be considered in future.

Group members can come into practice or input paper results from home as they are anonymous.

All to let Lisa know if/ when they are available to help at all.

- Waiting Room Screens – some training taken place in house, website in need of re-fresh – Lisa to update clinicians.
- Pinchbeck Update – Waiting for confirmation that funding will be rolled over to 2018/19 whilst we wait for planning decisions.
- GP Federation at Cluster Meetings – Dr Wheatley will raise this is with federation next week.

5. Munro Medical Centre News

Friends & Family – 121 received for December, discussed results, member of group asked how most of these are completed and the majority are on paper by staff asking patients to complete.

91% likely or extremely likely to recommend

4% Neither likely or unlikely

1% unlikely

0% extremely unlikely

4% didn't know

Friends & Family numbers will probably reduce whilst we are encouraging patients to complete the patient survey.

Dr Targett – Will be joining the practice team as permanent GP from March. We are in process of recruiting one additional paramedic. – Janet reported good feedback from patients regarding paramedics.

AOB – Deb reported 5163 flu vaccines given to date, 173 ear syringes since re-introduced (Sept – December). Just a few 24 hr BP's done so far, but we hope this to start increasing.

6. Newsletter Ideas/Suggestions For next Edition – any suggestion pass to Anthony.

7. AOB

Meeting Closed at 7pm

Next Meeting: Wednesday 14th March to discuss survey results and agree action points.