

MINUTES OF FRIENDS OF LISTER PATIENT GROUP MEETING  
25<sup>th</sup> July 2022



Dear All

Many thanks to everybody for attending yesterday's meeting. It was a pleasure to meet with you all and I do hope that you found it useful and informative.

There were a couple of points mentioned, namely:

-Test results not being fed back to patients

The doctors said that it has always been our protocol if test results are 'normal/no action needed' then the practice would not be in touch. A case of 'no news is good news'. Perhaps we need to be clearer in this message to patients. Of course, if the results are abnormal or need further action, we will be in touch with you about this. We are encouraging patients to sign up to the NHS App which means that patients can view their medical records and see their results. Many patients find this helpful as everybody likes to know what results have been received, even if they are normal.

-MRI results

Again there was an example of where this had not got through to a patient but we identified that this does not go via our scanning team. We will pick this up internally. Again, we would encourage patients to join up to the NHS App where they can. Also to use our [contact.lister@nhs.net](mailto:contact.lister@nhs.net) email address for non-urgent queries (administrative only).

-The CQC report

We discussed the inspection result and rating. We found this very disappointing for all involved and understand that there is a lot to do. We felt that a lot of the work required was being done but we need to formalise and document our processes in a better way. The practice has until November 2022 when it will be reinspected to demonstrate progress and embedding all the changes into our processes. We were pleased that in the Caring domain the CQC awarded us a 'Good' rating. We will continue working hard to improve in all the areas to ensure that we are providing a good service to all our patients.

I also attach Dr Jey's presentation for your perusal.

I have been given a list of names of other patients via Next Door app who would be happy to join. I don't have their email addresses so perhaps the date of the next meeting could be extended to them via your group contact please? When they attend we will take their email addresses down for inclusion in the correspondence. I have copied in those patients who were on my original mailing list. If you are receiving this but no longer wish to be part of the Friends of Lister group please let me know so that I can remove your name from the correspondence.

For the next meeting, due to August being very popular for holidays, we think it would be helpful to recommence in September. We will plan to have the next meeting on 5<sup>th</sup> September at 3pm. We can then discuss the timings of future meetings.

Thank you all for your lovely comments about the practice. These will be relayed to our practice team.

We have work to do but with your help and support we will get through this challenging time.

We hope to be able to give you an update on our progress at the next meeting.

With thanks

Karen

Karen Cakmak  
Practice Manager  
Lister Medical Centre

