

Staffa Health Patient Focus Group

Minutes of the Meeting held on 6th October 2011

<u>Item</u>	
<u>Attended</u>	Catherine Smith, Pat Kirkwood, Alison Hunt, Angela Ashmore, Margaret Phillips, John Allsop, Valerie Beattie, Claire Halksworth, Rosemary Bateman & Cllr Deborah Watson.
<u>Apologies</u>	Heather Ward
<u>Minutes of last meeting</u>	Minutes were circulated and accepted.
<u>Welcome</u>	Valerie welcomed all present
<u>Matters Arising</u>	There were no matters arising
<u>Patient participation & survey</u>	<p>Staffa were not well represented at Hardwick Health event, members discussed their experience of showing interest through the named contact at Hardwick Health - and our 2 willing members who wanted to go were told it was over subscribed.</p> <p>On the patient survey agenda issues which could be addressed are:</p> <ul style="list-style-type: none"> ▪ Drug waste ▪ Helpfulness
<u>Drug Budget</u>	<p>Staffa like many other practices are overspent, to address this an initiative suggested by Dr Cooper is to distribute a flyer to patients with repeat prescription asking for patient co-operation by checking their medications before they leave the chemists.</p> <p>Patients discussed the over overlap of prescription when Doctors change medication half way through the month.</p>
<u>Proposed changes to Opening hours Holmewood Consultation</u>	<p>Following the consultation period the practice reported on the feedback received from patients.</p> <p>16 Responses (a response rate of 0.6 of patient population of Holmewood) had been received of which 50% were in approval. A few concerns were raised about appointments, travel etc. All patients who wrote their concerns will be written to thank them and inform them of the change.</p> <p>From the 24th October the surgery at Holmewood will close as proposed on a Tuesday and Friday afternoon.</p>
<u>Complaints report</u>	The yearly complaints report for 2010 – March 2011 was discussed. Valerie gave explanations as to how each complaint was handled.
<u>Patient group funds</u>	<p>Four printers one for each site have now been purchased and arrived plus ink for 1 year.</p> <p>The chairs still have to be ordered.</p>
<u>Other business</u>	It was pointed out that there were no indications in reception that the practice had a disabled toilet - a sign would be organised.
<u>Next Meeting</u>	<ul style="list-style-type: none"> ▪ Thursday 1st December at Tibshelf at 2.30 pm.
<u>Future planned meetings</u>	<ul style="list-style-type: none"> ▪ 8th March 2012 ▪ 10th May 2012