

**MINUTES OF PATIENT GROUP MEETING HELD AT
WICKHAM MARKET MEDICAL CENTRE ON
TUESDAY 19 JANUARY 2010 AT 12.00pm**

Present: Dr C W Elson
Jane Wallace (Chair)
Margaret Holland
Pam Johnson
Bryan Hall
Malcolm Salter
Jane Pollock
Amanda Strowger

Apologies: Gerald Miller

In attendance: David Pannell CEO Deben Health Group
Jasmin Bowers (minutes)

ACTION

1. MINUTES OF LAST MEETING

The minutes of the previous meeting were agreed by the group.

2. DHG Update – David Pannell

David Pannell attended the meeting and updated the members on all the Deben Health Group projects

- Cardiology Services now being offered in the community
- Urology Services now being offered in the community
- Community Type 11 Diabetes – due to commence in January 2010, currently training taking place for clinicians
- Over 75 project has been working well and hospital admissions have been reduced
- Ultrasound project has been running for four months and feedback from patients shows over 90% are satisfied with the service and 72% remember being given a choice of locations including Ipswich Hospital

4. Matters arising from previous meeting

Patient Partner

JW informed the group that a new automated telephone appointment booking service will be installed in February enabling patients to make their own appointments. It is hoped that the system will be up and running by the end of March

Dispensary Stock Control

JW informed the group that the stock kept at the Rendlesham Surgery Dispensary will be updated onto the clinical system in January and therefore both surgeries will be using the new stock control system by the end of January

5 PRACTICE ISSUES

New Staff Reception Team

JW informed the Group that the practice had recently appointed Vickie Rainford and Jill Morgan.

6 GP PATIENT SURVEY

The group discussed the findings of Quarter 1 and Quarter 2 of the national patient survey and discussion took place regarding the following areas and actions agreed by the partners

Confidentiality regarding the front desk

A notice will be displayed asking patients to respect each others privacy and to stand back from the front desk. It was also felt that the installation of patient partner which will enable patients to make their own appointment through our telephone system will also reduce the number of people coming to the front desk

Speaking to a Doctor

With effect from the 1 March 2010 a new process will be actioned as Doctors will be notified directly on the clinical system of patients requesting a telephone call from their GP.

Opening Hours

The practice is currently open for pre booked appointments up to 8pm on Tuesday evenings and Saturday mornings, the Rendlesham Branch Surgery will be open on one Saturday each month

7 OUT OF HOURS SERVICE

The group noted that Harmoni HS Ltd would be taking over the out of hours service with effect from the 1 April. BH informed the group that the management team had visited the Wickham Market Resource Centre, however the group expressed their concern as to whether the service would improve as no more funding appears to be available.

10 DATE OF NEXT MEETING

Tuesday 30 March 2010