

Manor Park Medical Centre Participation Group Meeting 15th June 2012

Agenda & Minutes of meeting

Welcome and thank you for attending the patient participation group meeting

WM thanked everyone for their efforts on the Pie & Peas night and commented on how successful it was.

Photographs were shown of Pie and Peas evening and approval given for photographs to be used in "The Star" if chosen. Patients were invited to attend a photo session at the practice on Wednesday 20th June at 2pm with the Doctors and 'big cheque' for display in the waiting area.

WM mentioned that the Doctors were in discussion about a Defibrillator deciding on which one to buy as a new one coming out within the next couple of weeks. The group was happy about this and will await further information.

We are looking at questions for the new 2012-2013 survey for patient to answer about the practice and its services. The group were given a form and asked to prioritise the questions listed.

WM asked if any other questions should be listed. AB commented that patients aren't happy about being asked the reason for going on the triage list. CB explained that this is for the receptionists to determine if it is an urgent matter for the doctors to respond quickly. However this will be listed in the survey as this is understandable. CB will also bring this up at the Receptionists Meeting.

WM showed the group the letter patients receive when they have attended A&E to see if it was worded reasonably (if deemed appropriate by the partners). The group said it was acceptable.

WM gave the group some information on attending the Walk in Centre / A&E and the charges which cost the practice and it was decided we would do a questionnaire to see why a patient would attend A&E instead of contacting the practice first this is also to be included in the questionnaire.

The next meeting will be held on Friday 14th Sept at 1-30pm