**WOODSETTON MEDICAL CENTRE**

**PATIENT PANEL MEETING**

Present

Kim Baker

Allan Hughes

Susan Ridney

Leonard Ridney

Linda Cottrell

Janet Tovey

Margaret Rees

Patricia Pargeter

Ronald Pargeter

Lee Murray

Lisa Thomas Practice Manager,

Joyce Tong Minutes

Apologies – Glenda Rees

Coffee morning was discussed, there has been two so far but unfortunately no attendance. Mrs. Tovey and Mrs Cottrell both attended, the panel enquired whether there was a room for use downstairs but unfortunately there is not one available. It is advertised on the TV, website, poster in waiting room, newsletter and in the Chemist, Mr. Cottrell said she would ask if one could be put in the One stop shop and Mrs. Tovey said she would put on in the Charity shop window.

Lisa said there had been one comment on NHS choices which was an issue with a script. Lisa had responded but as the comment was anonymous she was unable to look into why this had occurred in order that it did not happen again.

Friends and Family there was none this month.

The surgery is doing extended hours this week and therefore are open from 8 – 8 and weekends. Lisa explained that this was mainly Locum cover but occasionally our GPs did do the cover. The wait for appointments was discussed. There will be a wait if patient is requesting to see a particular GP. Lisa explained that you could not contact the surgery during the extended hours but as from today there was a mobile number available which is given when booking extended hours appointments but this can only be used to cancel an appointment not for any other business.

Lisa explained that our Lists are open and therefore we are currently taking on new patients. Mr. Hughes asked whether there was the possibility of a new GP, Lisa said that this is not possible at the moment but we are a training practice and have Student Doctors, First year Doctors and we have two Nurses and two Health Care assistants.

Mr. Hughes said that when booking in the Student Doctor had told him the electronic system was faulty. Lisa said she will look into this.

The suggestion box was checked and found to have two prescription requests in the box, the staff have been made aware and will check the box regularly.

Mr. Hughes asked if he could have the other members email addresses in order to let them have information which he felt might be of interest to them.

A line has been fitted in order that patient will have Wifi in the Practice.

Mrs. Rees mentioned that last summer her granddaughter had a problem when registering as a temporary patient, Lisa explained that the surgery do register temporary patient but will only do this if there is an appointment available as this service is considered to be for emergency and necessary appointments and therefore if no appointment available it was be better for them to attend the walk in centre rather than wait for two weeks.

Lisa explained that the surgery are encouraging patients to use electronic prescribing and sign up with the chemist,

Lisa said that Bullying and Abuse was discussed at the last meeting she had been unable to get any leaflets but had put relevant telephone numbers in newsletter i.e. childline etc. She had managed to get leaflets on Cervical smears and Prostate cancer and she had put these in the waiting room. Mrs. Cottrell asked if something could be done regarding Measles and MMR, a note will be put in the newsletter.

Lisa said she will send out Citizen advice information with the newsletter. Mrs. Ridney said the closures had been put back. Mr. Murray explained that it will be a general hub and you will be able to get advice over the phone or arrange an appointment, which would benefit people because they would not have to wait for their appointment, this should prove cost effective and a better service.

Lisa discussed the events she would be organising, probably November for the Dementia talk, this would be by a friend for dementia.

May for asthma

July for CPR Lisa said there would be limited spaces, Mr. Murray said he had already got level 2, it would be advertised in Reception on a first come basis.

Mrs. Ridney said that there was going to be a Dementia Cinema at Darkhouse Baptist church on the 19th April, it would Easter parade, with a break in the middle for tea and coffee. More details are available on the Coseley Live Website the first session would be free but there would be a cost in the future.

Mr. Murray said some supermarkets are having a quiet period for Autism.

Mr. Hughes enquired whether there was anyway we could get a Zebra crossing as the road outside the surgery was very busy. Mrs. Ridney and Mrs. Baker thought that this was very unlikely but Lisa suggested that Mr. Hughes take it up with the Highway agency although Mrs. Rees said she had no problem crossing the road. Mrs. Ridney said unfortunately there has to be a certain number of fatalities before this can be done and advised Mr Hughes to contact the local councillor.

The Woodsetton sign needs to go back up Mrs. Ridney will look into this for us.

Mr Hughes asked about the Finance for the Panel, Lisa explained that the money was a one off from the CCG and had been spent on the Urn, Coffee, Laptop which was for use by the Panel and she was arranging to have the anti-virus installed.

Lisa will let the Panel have a copy of the Newsletter with the Minutes, this is put in Reception and most of the copies are taken.

Date of next meeting 4th June 2.00