

Field House Medical Group

Minutes of the Patient Group Meeting held on Thursday 3rd May 2012

Present

Mrs C Coley, Mr B Coley, Mrs J Robson, Mrs L Davison, Mrs M Allbones, Mr G Smith and John Noton

In Attendance

Dave Plotnek re Website design

Apologies

Mr J Terry

Agenda items

Matters Arising – patient survey, Bus service

Emis Web Update

Website Changes

Future meetings

Annual Report

AOB

Matters Arising

Patient Survey – discussion around the results were had, which were very favourable. There were a couple of areas to follow up, one was getting through on the phone, John explained that efforts had been made but it was difficult to staff it for one hour at peak times but he would be monitoring that. He also intends to conduct a follow up survey on speaking to a doctor or nurse on the phone and will be working with Accord later this year on agreeing a survey.

Bus service – John explained that the plans for the road works outside included a bus stop but the remedial work and more new houses being completed needed to take place before that would happen.

Emis Web Update

John explained that the staff are getting more confident in the new system, and it is working well. There were still a few problems and as a new system it was regularly being developed. A couple of issues were discussed – the text reminder service appears not to be consistent, some issues had been identified to the suppliers and there was some down time on the patient.co.uk site for ordering of prescriptions and booking appointments. John is to follow this up.

Website Update/Change

John put up on screen examples of sites for other practices that had been updated. The general consensus was that the front page should be as simple as possible with a small number of menus to other areas. The front page should have links to on-line services; give main contact numbers for the practice and out of hour's services and details of the doctors. Accessibility was discussed and it was important not for too small font and it to be as simple as possible and for more detail and information to be on other pages.

It is hoped a dummy site could be set up to demonstrate and get feedback before going live.

Future Meetings

John has been approached by St Andrew's hospice who wanted to do a presentation on what services they provide, members felt it would not be useful for the majority having had previous involvement with the Hospice. The Local Involvement Network want to come and talk about the new health bill and the role of Healthwatch, members were interested in this so this is to be arranged for the next meeting

Annual Report

This had been circulated previously, John quickly explained the report and it was to be published on our website. Mrs Coley ask about research accreditation, John informed the group that practices had always been involved in ad-hoc research but this was a more formal use of practices. All research has to pass through ethics committees and receive approval. The network is looking to tap into and make greater use of primary care to extend research around primary care based conditions.

The report was generally very positive and John also explained that patients may see the presence of more student nurses as primary/community care becomes more prominent in career choices.

AOB

Mrs Coley wondered if awareness could be raised of the work franklin college are doing to involve the local community through the Franklin Intergenerational Group (FIG). The idea is for different generations to share learning and provide opportunities for members of the outside community to come and learn, interact and be involved with some of the groups. John agreed to discuss this with the mental health nurses who have set up a couple of groups in Freshney Green to support patients to meet other people and become more independent.

Date of Next Meeting

September 2012. Members to be advised.