

MINUTES

Meeting: Patient Panel
Date: 24th January 2012
Time: 18:00
Location: Broad Lane Surgery

Apologies: AB
 AL
 GE

In attendance: JD
 D & J H
 GK

	Agenda	Matters arising	Actions
1.	Apologies for absence	As above	
2	Minutes from last meeting and actions	<ul style="list-style-type: none"> No minutes recorded- all actions discussed by the group 	
3.	Phone lines update and feedback	<ul style="list-style-type: none"> All panel members agreed had seen an improvement since multiple phone lines installed. Agreed it was good that message states when busy so patients can chose whether to call back later. Pointed out that first thing in the morning the phone line rings and patients are queuing to book in for GP open surgery. Need 2 receptionists, 1 designated to answering phones and 1 to book in pt's. This is currently the case on Mondays & Thursdays. Alternatively, prioritise patients queuing until the rush is over. 	JD to look into and feed back at next meeting
4.	GP/ Nurses hours feedback	<ul style="list-style-type: none"> Discuss at next meeting also. Not long enough to gauge properly but JH booked GP appointment and got an appointment in timely manner. 	

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5.	Prescriptions	<ul style="list-style-type: none"> • Issue arisen regarding pharmacies seeing patients for medication reviews. Is this appropriate- is information passed along to the GP? JD answered yes, they are providing a service to review repeat medications for patients on long-term repeats. They do pass along information to the GP. • It may not cover all of the health checks that the Doctor requires in order to review your medication, but the pharmacists do a thorough job with patients. • Feedback from panel members on 6 monthly dispensing agreements- going well. 	
6.	<p>Feedback from members</p> <p>Suggestions for the next newsletter</p>	<ul style="list-style-type: none"> • Newsletter- well received- put in smaller envelope next time as waste of envelope size. Informative, good content. • Christmas opening times still in reception- JD will sort. • Next meeting to be held in the afternoon to encourage more participants. 6 o'clock may be too late a time for some patients to attend, particularly in the winter when it gets dark. • Individual Doctors specialities • Photos from the open day • News regarding the City of Coventry Healthcare Centre & phlebotomy move. • Changes to no 34 bus route 	

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	Other business	<p>no longer going to Walsgrave. Discuss alternative arrangements.</p> <ul style="list-style-type: none"> • Bus route changes discussed and how Eastern Green area being affected. Access to Walsgrave • Disabled Centre Tile Hill- Emergency Ambulance used to be stationed there. Is it still and if not, why not? • Are there free buses going to Walsgrave and if so, from where? 	JD to try to enquire
7.	AOB	<ul style="list-style-type: none"> • Patient Questionnaires- being sent to all panel members home addresses as soon as finalised. Available for patients to complete when attending the surgery. • White coat syndrome- home blood pressure monitoring for patients to have the bp machines on loan. • Physiotherapy services for Eastern Green- lengthy wait currently, discuss with Tile Hill Patient Panel Group. 	<p>To be discussed at the next meeting</p> <p>JD to enquire and bring to next meeting</p>
7.	Date of next meeting	13 th March 4:00pm	