**VICTORIA MEDICAL CENTRE**

PATIENTS PANEL AGENDA FOR MEETING TO BE HELD ON

Thursday, 15th FEBRUARY 2018 at 2.00pm

1. WELCOME AND INTRODUCTION OF ANY NEW MEMBERS

2 APOLOGIES FOR ABSENCE

3. MINUTES OF THE PREVIOUS MEETING HELD ON 4TH JANUARY 2018.

4. MATTERS ARISING

 4.1 Dementia Presentation

4.2 Previous Item 5.1 - Immunisations

 4.3 Previous Item 5.2 – Electronic Communications with ‘The Glen’

 4.4 Previous Item 6.1 – Increment Weather Opening

 4.5 Previous Item 6.2 – Mr. Nicholson’s concerns

5. Letter distributed to Members dated 11th January 2018

6. QUESTIONS, QUERIES, CONCERNS OR ISSUES TO BE DISCUSSED WITH            DOCTORS OR PRACTISE MANAGER (AT).

7. FUTURE EVENTS / ACTIVITES

8. ANY OTHER BUSINESS

9. TIME AND DATE OF NEXT MEETING: 2:00PM ON 15TH FEBRUARY 2018.

Signed

**M. Hardy**

Malcolm Hardy

Chair /Panel Co-ordinator

Distribution:

Practise Manager

Panel Members

File

Cfi Dr. Singh

 Dr. Saraf

A copy of the January minutes is attached for your information and use.

VICTORIA MEDICAL CENTRE

PATIENTS PANEL

(PATIENTS PARTICAPATION GROUP)

MINUTES OF THE MEETING HELD ON THURSDAY, 4th JANUARY 2018

1. Dementia Presentation

Prior to the start of the normal meeting, and as requested at our October meeting a presentation was given by be given by Mr. Mark Overton who is a Dementia Friends Champion and a trained volunteer. It was a pity that so few members attended as the presentation was extremely interesting and informative with active involvement by those in attendance.

Mark was thanked for providing members with such an informative presentation.

2. Apologies for absence:

No apologies have been received.

3. In attendance:

Patient representatives: Malcolm Hardy (MH), Peter Tallack (PT) Lawrence Nicholson (LN) and Practise representative: Alex Farthing (AF).

4. Minutes of Previous Meeting

The minutes of the previous meeting held on 12th October were agreed as a true record and signed by the Chair. (The meeting planned for November was aborted due to lack of a Quorum).

5. Matters Arising

5.1 Previous item 7.1 (Protocols re Immunisation and Patient Contact) – Annette Thompson’s (AT) daughter had contacted the surgery re Annette’s Grandchildren and their immunisations.

***Following discussions between MH and the Practise Manager following the last meeting an Email response had been received by MH which was he then forwarded on to AT. He understood that the issue had now been resolved?***

5.2 Previous item 8.1 (Electronic Communications between The Glen and Victoria Medical Centre.

***AF reported that there is still a Technical Problem which is yet to be resolved.***

5.3 Previous Item 8.2 (Details of other surgery opening hours) Following a query regarding extended opening hours the following information was provided.

***The Practise had re-joined the scheme as from 21st October (South Tyneside Extended Primary Care Service - STEPS). Information was provided of surgeries where a GP can be seen on weekends including Bank Holidays were detailed within the minutes.***

5.4 Previous item 8.3 (Reception Display Screen), The Display Screen had not been up-dated as to the formation of the Patients Panel; it was still referred to in the ‘past tense’.

***It was reported that the information on the screen has now been up-dated.***

***AF responded that this was not possible.***

6. Questions, Queries Concerns to be discussed with Doctors or Practise Manager

6.1 MH commented that on 12th December he passed the surgery at 7.50 and noted a lady with 2 children in a buggy waiting access to the surgery. It was snowing and the temperature as shown in his car was -2ºC. He was stopped by a neighbour a few days later that knew of his involvement with the panel and raised two complaints, these being:

1) That he had a Doctor’s appointment for 8.00 but was not seen until 8.15 and:

 2) Being kept outside in the cold until 8.00.

 I informed him that I had already intended to raise this.

***Post Meeting Note – Following the meeting this was discussed with the Office Manager (OM) with a request that, in increment weather could patients be permitted access to the premises within a reasonable time before 8.00. This was agree on the understanding that it was not abused and that Reception Staff would not be available until 8.00,***

6.2 LN commented that his Daughter had attended the surgery in a poorly condition and was referred to Hospital. He was concerned that she could not have been seen by either a GP or a Nurse whilst in Surgery.

 ***Following a meeting with OM the National Scheme is to advise Patients to attend their Local Hospital or for minor ailments their Pharmacists.***

 LN also commented that a family member had rang the surgery at 8.03 only to find that no appointments were available for that day?

 ***AF responded that in such cases Patients are placed on a Triage List and a Doctor would phone and make contact.***

7. Any Other Business

 7.1 No Further items were raised.

8. Time and Date of Next Meeting: Thursday, 15th February at 2.00pm.

Signed and agreed a true record: .................................... Date:.........................................

 Chair