**VICTORIA MEDICAL CENTRE**

PATIENTS PANEL AGENDA FOR MEETING TO BE HELD ON

Thursday, 29th MARCH at 2.00pm

1. WELCOME AND INTRODUCTION OF ANY NEW MEMBERS

2 APOLOGIES FOR ABSENCE

3. MINUTES OF THE PREVIOUS MEETING HELD ON 15TH FEBRUARY 2018.

4. MATTERS ARISING

4.1 MH Contact with the following Surgeries:

* ***The Glen***
* ***Ellison View***
* ***The Medical Centre (Wear Street, Jarrow)***
* ***Mayfield Medical Centre (Jarrow)***
* ***Dr. Over’s Surgery (Palmers Hospital)***
* ***East Wing Surgery (Palmers)***

4.2 Local Engagement Board Meeting

5. Discussions with PractiCe regarding meeting frequency and times, also Complaints.

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

7. FUTURE EVENTS / ACTIVITIES

8. ANY OTHER BUSINESS

9. TIME AND DATE OF NEXT MEETING: TO BE DISCUSSED AND ARRANGED.

Signed

**M. Hardy**

Malcolm Hardy

Chair /Panel Co-ordinator

Distribution:

Practise Manager

Panel Members

File

Cfi Dr. Singh

Dr. Saraf

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

VICTORIA MEDICAL CENTRE

PATIENTS PANEL

(PATIENTS PARTICAPATION GROUP)

MINUTES OF THE MEETING HELD ON THURSDAY, 15 FEBRUARY 208

1. Apologies for absence:

Annette Thompson (AT) - Annette broke her shoulder on the previous Monday and the Panel send their best wishes for a speedy recovery.

2. In attendance:

Patient representatives: Malcolm Hardy (MH), Peter Tallack (PT) Lawrence Nicholson (LN) Teresa Thomas (TT), Visitor Jimmy Stark (JS) and Practise representative: Alex Farthing (AF).

MH welcomed and introduced Jimmy Stark (JS) as a visitor to the Panel and who may consider becoming a member.

3. Minutes of Previous Meeting

The minutes of the previous meeting held on 15th February October were agreed as a true record and signed by the Chair.

4. Matters Arising

4.1 Due to the poor attendance at meetings MH issues a letter to all Panel members on 11th January regarding the day and time of meetings and also as to any comment re the format of the meetings and requesting feedback. Unfortunately the only response was from AT.

Although it was considered by members that the present day and time were ok it was suggested that MH contact other surgeries within Hebburn and Jarrow in order to try to ascertain how their panels operate

***MH has made contact with the following:***

* ***The Glen***
* ***Ellison View***
* ***The Medical Centre (Wear Street, Jarrow)***
* ***Mayfield Medical Centre (Jarrow)***
* ***Dr. Over’s Surgery (Palmers Hospital)***
* ***East Wing Surgery (Palmers)***

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

***AF reported that the problem had now been resolved.***

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

5.1 MH commented that a neighbour, who knew of his membership of the panel, had called to say that his wife had visited the surgery on a Tuesday afternoon to request an appointment and had been informed that she could not do so as the system did not allow appointments to be made in the afternoon. She queried this but was informed she needed to make an appointment the following morning for the following Wednesday.

AF commented that there was no reason why an appointment could not be made in an afternoon.

***Post Meeting Note – Following the meeting this was discussed with the Practise Manager (PM) and Dr. Singh. It would appear that the information to the patient could have been better communicated.***

***Appointments can only be made a week in advance, i.e. on a Tuesday for a Tuesday, Wednesday for Wednesday Etc. As such it would appear that there were no appointments available for the following Tuesday, not that the system did not allow it. As such the Patient was quite rightly advised to book an appointment on Wednesday morning for the following Wednesday.***

***MH requested that Reception Staff ensure that the information given is clear.***

5.2 PT also raised a point which had been raised with him as a member of the panel. A friend who had returned from Holiday with his wife to Malta was concerned that, he had handed in his wife’s X-Rays to the surgery. The surgery had later phoned his home and his wife answered, she was informed that the Doctor had referred her to the Hospital. His wife was upset be the call as she had been expecting a home visit.

***This was discussed with Dr. Singh and PM, Dr. Singh was aware of the patient and it would appear that she was upset on receiving the phone call where it may have been better for the receptionist to speak with the husband. However the receptionist was not to know this and acted quite properly.***

6. Any Other Business

6.1 The PM had suggested that the panel compile and carry out a Patient Survey covering for example points such as:

* Access to GP Appointments
* Helpfulness of Staff
* Alternative such as Pharmacies

MH asked members to consider this request and come up with suggestions for questions to be included at our next meeting, it was suggested that it should also cover items such as:

* Confidentiality
* Mobility of Patients

The suggested process would be:

A Patient Satisfaction Questionnaire be compiled

Available in Reception

Preferred that it be completed in the Reception Area

The Questionnaire would be confidential

That it be collated and assessed jointly by AT and MH

***At the following meeting with Dr. Singh and the PM Dr. Singh considered that there was no need for such a Survey to be compiled as there was already access to an Official Survey Document.***

*As such MH intends no further action until this is resolved.*

*7.* MH informed members that there was to be a meeting of The Local Engagement Board to be held on Thursday, 8th March at 1.30pm in Living Waters, St’ Jude’s Terrace, Laygate, South Shields.

He would be unable to attend and asked members if anyone could do so, PT responded by saying all being well he would try to attend this meeting.

8. Time and Date of Next Meeting: Thursday, 29th March at 2.00pm.

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

Chair