Snaith & Rawcliffe Medical Group

# Minutes of Patient Liaison Group: 9 February 2015

# *Members Present*

Stuart Dransfield (SD)

Brenda Mitchell (BM)

David Shepherd (DS)

Betty Wilkes (BW)

Eileen Hall (EH)

Dr Frances Booth (FB)

Dr Susie Foster (SF)

Dr Noel Tinker (NT)

Dr Dan Thompson (DT)

Mrs Jacqueline Roe (JR)

Mrs Paula Webb (PW)

**Apologies for Absence**

Dr Andrew Brews (AB)

Dr Jon Martin (JM)

Jean Brooks

**Minutes from the last meeting**

These were approved

**Matters Arising**

**Doctors Report on Practice Developments**

* FB gave a brief update on the recent staff changes, which included:
  + Mrs Paula Webb was introduced. Paula is our new Dispensary Manager- having joined us just before Christmas. Paula has a lot of experience managing a Dispensing Practice, so we all very much look forward to working with her.
  + We have recently recruited a new data controller / receptionist. Dawn Goddard joined the team in November 2014.
  + Nina Thompson, one of the Health Visitors, is retiring from the NHS in March. We wish Nina all the very best for the future, and thank her for the work she has done whilst here.
  + We have a new District Nurse joining us- Lynne Perry is joining us from Goole.
  + We are participating in a student Practice Nurse Mentor Scheme, so patients may see new faces within the nursing team over the next few weeks.
* NT gave an update on the Productive General Practice scheme that the Practice is participating in. The PLG were thanked for their time and effort in collating patients’ views in the survey. The results were very positive.
* SF then gave an update on the NHS ‘Friends and Family Test’. This is a national survey, and we will be putting it on the website as well as getting leaflets printed. We will collate the results and publish annually. The results so far have been encouraging- and we are about to do a study on our current triage system.
* NT informed the meeting about the new ‘Flying Doctor’ service that is being trialled within this locality- and the reasons for it. He also updated the meeting on the new in-house physio that the locality have commissioned. This is a service that the patients can self-refer into, thus freeing up GP time. So far- this has been a huge success and is very popular.
* The de-fib situation was updated and we are hoping to get both sites fitted with an external de-fib in the next few months.
* JR updated the meeting on the government initiative to allow all patients to have access online by 31 March 2015. We are complying with this, and already meet the criteria.

**Patient Fund Account**

* The Marshes Care Fund currently is at £2000. JR will be using part of this money to purchase a new patient check-in screen.

**AOB**

* The Open Day to promote health awareness will be held on Saturday 16 May 2015, from 10.00-13.00.
* The large wheeled wheelchair appears to have gone missing. JR will get on the case.

**Date of next Meeting**

7.30 pm Monday 27 April 2015 (AGM)

The meeting closed at 9.15pm