

## Patient Group Meeting 12<sup>th</sup> February 2014 Minutes

**Present:** HD, GR, MG, KL, JR (patients) TM, SAP, (Practice representatives)

**Apologies:** DR, EH, LD

### **Minutes of the last meeting**

The minutes of 12<sup>th</sup> November meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members. 12<sup>th</sup> November minutes were agreed as a true record.

### **Matters Arising**

To date the practice has not received a CQC visit. A new process is being introduced in April 2014.

Thank you to those who helped with distributing our 2013 survey to patients in the waiting room.

Hscic – how information about you helps us to provide better care. Leaflets are now being delivered to every household. Forms are held on reception for those wishing to opt out.

### **Survey results/Action plan 2014**

The results of the questionnaire was projected for the group to see.

We reviewed last year's action plan against the questionnaire results.

Please see attached action plan for items completed and future actions

### **Feedback from Rotherham Network Patient Group Meeting January 2014 (GR)**

GR provided feedback on this meeting.

49 people representing 21 practices attended the meeting.

- New lay member, Philip Moss was introduced to the Rotherham Group.
- Admiral (dementia) nurses are going to be based at Stag Medical Centre
- Final plans for the urgent care centre which is going to be attached to A & E will be available shortly
- CCG (clinical commission group) 5 year plan was discussed

Next meeting 1<sup>st</sup> April 2014 at the Town Hall 4.00 for a 4.30 start and finish expected 7.00-7.30

### **Appointment of a secretary**

### **Staff and patient Issues**

#### **A.O.B**

Following a request from one group member SAP had identified the booklet 'Care Record Guarantee' which explains how the NHS keeps confidential information safe and secure and when information is shared. SAP agreed to load on the practice website [www.cliftonmedicalcentre.co.uk](http://www.cliftonmedicalcentre.co.uk) and send copies to the group.

The asked if the Healthwatch organisation would come and give a brief talk about what the service has to offer. Healthwatch have offered 20<sup>th</sup> May as a date they could attend our meeting.

The website was projected for the group to review and provide feedback for the next meeting.

**Next meetings:-**

Tuesday 20<sup>th</sup> May 2014 at 12 o' clock Clifton Medical Centre/RIO meeting room