Notes from patient group meeting 11th July 2016

**Present**

June Wheatcroft, Helen Marriott, Susan Barrett, Dorothy Wright, Pat Oldfield

**Apologies**

Adrian Marriott, Val Meredith.

1. Minutes of last meeting

Agreed correct

1. Matters arising

 Carers – Staff are being made aware of what to do if someone identifies themselves as a carer.

Self Help leaflets – Helen still working on them – Pat offered to have a look for some and will send them to Helen to have a look at.

1. Surgery Matters

Helen updated the meeting regarding new GP Dr John who is going to be working for us from 18th July. She will be oncall on a Monday and work Tuesday and Wednesday.

Patients charter was discussed and everyone happy with this just felt that needed rewording with regards to the statement about complaints.

We are introducing a new way of working, there are to be separate lists for home visits and urgent messages. If patients need to speak to a particular GP they will be offered a phone call on a day convenient to themselves rather than it just go on the general phone list. There will be more triage but patients need to be prepared to divulge a little information so that the GP’s can determine the urgency of the problem.

1. Any other business

Dorothy asked why medications were taken off repeats if the medication is not used on a regular basis. Helen explained that the medicines management team look at this but it does not mean that patients will not be able to obtain the medication it will just need to be requested from the GP.

Also it was also mentioned about samples not being accepted at KMH which had been requested by Derby and that GP’s should bear this in mind when referring patients, Sue clarified this by saying that KMH will accept such samples as long as they are correctly labelled.

It was also said that reception staff did not seem very friendly when dealing with the patients, Helen to deal with.

Patient transport – Helen discussed that EMAS will be taking over from NSL in providing patient transport. – New information received since has said that the booking of transport can continue in the way we are doing now.

Date and time of next meeting

Monday 12th September 6.30pm at South Normanton.