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| **SWAN LANE MEDICAL CENTRE**  **MEETING MINUTES** | | | | | |
| MEETING | **PATIENT FOCUS GROUP** | | | | |
| DATE | TUESDAY 23 JANUARY 2018 | TIME | | 6.30 PM | |
| PRESENT | RW  JH  DH  AD  SP  HV  SB  JW |  |  | |  |
| Minute  Taker | MA | | | | |

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| **1 APOLOGIES** | ACTION |
| DL, DL, SO, MO, SP, FL, HA |  |
| **2 MINUTES OF THE LAST MEETING** | ACTION |
| These were agreed . |  |
| **3 MATTERS ARISING** | ACTION |
| Staff training – we will be having a Receptionist meeting when this will be discussed.  Tannoy – we are currently obtaining quotes to have the speakers looked at. |  |
| **4 HEALTH & SAFETY** | ACTION |
| There were no health and safety matters. |  |
| **5 UPDATE ON 2017/18 ACTION PLAN** | ACTION |
| **Waiting room events**  MA gave an update as to the waiting room events we have held:  Monday 3 July 2017 Bolton Carers Support  Wednesday 26 July 2017 Healthwatch  Friday 18 August 2017 Bowel Screening  Tuesday 3 October 2017 Staying Well Service  Wednesday 4 October 2017 Age UK  We did have offer of a room locally, and had a date planned in December 2017 to organise an event, but due to time constraints this did not take place.  We are now on the lookout for a room locally which will not charge for use. However, this is proving quite difficult, and is thought we may resort back to using the Practice Waiting Room. JW is due to meet with members of the CVS to discuss this further.  **Online Uptake/Services**  A document was circulated showing in July that we had 20.1% of our practice list using online services and in November, this figure had increased slightly to 20.7%. There was a brief discussion on how we could increase this figure.  **Cancer Screening Update**  **Breast Screening**  We are doing well with this, last year we were the leaders in hitting the screening target and this year has increased slightly.  **Bowel screening**  48 % of our patient’s qualify for bowel screening, 45% of these have undertaken the bowel screening. The test has now been simplified and we have a system in place of reminding patients who have not performed their screening.  **Cervical Screening**  We have a lot of ladies due for cervical screening which are booked in with our Nurses over the next 4 weeks.  All 3 of our Nurses can now carry out cervical screening. |  |
| **5 PATIENT FEEDBACK** | ACTION |
| **Annual Complaints Meeting**  There was a discussion around the complaints we had received over the past year. There were no patterns identified.  Suggestions/Complaints/Recommendations/Non Recommendations  These were discussed.  Regarding answering the telphones promptly – RW suggested the message on the telephone could be shortened. JW will look into this.  **Friends and Family Test Results**  This showed there were some patterns of miscommunication and an issue with the phone not being answered promptly. | JW |
| **6 OVERVIEW OF PRIMARY CARE CHANGES** |  |
| **ANP**  JW reported that we had a new Advanced Nurse Practitioner and that our existing Nurse Practitioner attends University 2 days a week, with a view to becoming an Advanced Nurse Practitioner.  **Nursing Home Scheme**  We have been allocated MVNH as nominated practice, which is the biggest NH in Bolton, and has the highest prevalence of dementia. The CCG has commissioned a telephone triage service with “Telehealth” for assessment of patients conditions.  This has not been working well for a variety of reasons.  **Nominated Pharmacist**  We have a Pharmacist commencing work with us around the end of February. Initially he will be looking at patient medication on Hospital discharge.  **8-8 GP Access**  The GP Federation has put in a bid together with Bardoc to provide GP/Out of Hourse cover 8-8 through the week , weekends and bank holidays. It is thought the GP Federation will provide cover from when GP surgeries close until 8 pm in the evening, cover will then be taken over by Bardoc. The cover will then resume to the GP surgery at 8 am in the morning.  This is intended to commence in August this year, and the appointments to be held in 3 venues in Bolton – it is thought the A&E triage service, Waters Meeting Road Health Centre and a third venue to be confirmed.  **Physiotherapist**  No news on this at the moment. |  |

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| **7 CONFIDENTIALITY AGREEMENTS** | ACTION |
| JW explained about these and all members present agreed to sign the agreements. |  |
| **8 ANY OTHER BUSINESS** | ACTION |
| Research projects were discussed.  JW reported that she is looking to retire very soon. A further meeting has been arranged for April, but this may be subject to change. |  |

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| **NEXT MEETING DATE** | TBC |