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| **SWAN LANE MEDICAL CENTRE**  **MEETING MINUTES** | | | | | |
| **MEETING** | Patient Focus Group | | | | |
| **DATE** | 11th December 2018 | **TIME** | | 6.30 pm | |
| **PRESENT** | RW, JH, DH, HA, MK, HSB, TH, MA |  |  | |  |
| **Minute**  **Taker** | TH | | | | |

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| **1 APOLOGIES** | **ACTION** |
| AD, SP |  |
| **2 MINTUES OF THE LAST MEETING** | **ACTION** |
| Agreed |  |
| **3 MATTERS ARISING** | **ACTION** |
| 1. **Cervical Screening**   At the last meeting ideas on how the practice could increase uptake for cervical screening particularly in the younger female population were discussed. Following the meeting the practice has decided to have a cervical screening education event in the new year. | **TH/HSB** |
| **4 MEMBERS RESIGNATIONS** | **ACTION** |
| It was noted that JJ and AS have both resigned from the Patient Focus Group. TH/HSB will look into recruiting new members. | **TH/HSB** |
| **5 STAFFING UPDATE** | **ACTION** |
| MSK Practitioner  The practice now has an MSK Practitioner clinic on a Tuesday every week who can see patients who are suffering from neck, back, bone, joint or muscle problems who are not already under the care of a GP/consultant. They can also administer joint injections.  Nurse Practitioner  The practice is currently advertising a post for nurse practitioner.  Practice Nurse  Due to a progressively increasing practice list size the practice are advertising a post for another practice nurse. |  |
| **6 CQC ASSESSMENT RESULTS UPDATE** | **ACTION** |
| In October the practice underwent it’s second CQC assessment. The assessment went very well on the day and the practice has been awarded good in all areas.  HSB thanked JH and RW for attended on the day for interview with the CQC assessors. |  |
| **7 SWAN LANE TRAFFIC** | **ACTION** |
| The flow of traffic on Swan Lane is increasing becoming problematic particularly around 8am, 3.30 pm and 6.30 pm. A discussion was held on how the practice could move forward with a plan of action to attempt to improve the flow of traffic and patient/public safety. Patient petition and support from a local MP were suggested avenues. It was agreed that the first step forward would be for the practice to write to the local MP to ask for their help and support. | **HSB** |
| **8 WHAT’S NEW IN PRACTICE** | **ACTION** |
| Homeless Friendly Pledge  In October the practice signed up to the Homeless Friendly Pledge. By pledge the practice has agreed to register and provide primary care services for homeless patients and promise to treat them with the same dignity and respect.  Grub Tub  In support of the Bolton Food Bank the practice has a food bin on display in the waiting room were patients and employees can donate non perishable items which will be collected and made available to struggling individuals and families. |  |
| **9 NEXT PATIENT FOCUS GROUP MEETING** | **ACTION** |
| HS confirmed the next patient focus group meeting will take place on Tuesday 5th March 2019 at 6.30pm. |  |
| **10 ANY OTHER BUSINESS** | **ACTION** |
| 1. Prostate Cancer   RW noted that currently the practice does not have any prostate awareness leaflets or posters on display in the waiting room for patients. A discussion on how effective patient leaflets are at educating patients compared with the information that can be sourced from the internet. It was felt that younger patients would be more likely inclined to turn to the internet for health information but older patients may still find benefit and value in written literature available in the waiting room. It was agreed that the practice would source some written literature to put on display in the practice. | **HSB/TH** |

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| **NEXT MEETING DATE** | 5th March 2019, 6.30 pm |