

## Canon Street Medical Centre

122 Canon Street, Leicester LE4 6NL

Dr B V Modi

BMSc (Hons), MBChB, MRCP, DCH, DRCOG, DFFP

### Minutes from Patients' Forum Group Meeting held on Tuesday 8<sup>th</sup> April 2014

**Attendance:** Dr B Modi, Mrs M Modi, Mrs J Walker, Mr Shah, Mrs Carr

**Apologies:** Ms D Shiels, Mr B Sanghani, Mrs Richards

1. JW asked for Patient Forum Notices to be printed on coloured yellow paper.
2. JW suggested that there is a notice on the Noticeboard for patients to switch off mobile phones while in the waiting area.
3. The Hearing Loop facility in the reception has been tested and the receptionists have now been trained, but the Hearing Loop in Dr Modi's room will be looked at in the near future.
4. Surgery floors were also discussed as the lino needs replacing and the skirting boards need painting.
5. The Noticeboard to display staff names and roles was discussed and this will be arranged.
6. There was discussion about preparing the Summer Newsletter.
7. Mrs Songhurst's letter of resignation from the patients' forum group has been accepted and JW will acknowledge and reply to this.
8. CQC – Regulation 17, Outcome 1 was discussed, and the layout of the patient satisfaction questionnaire needs to be developed and improved.
9. BVM explained the patient satisfaction questionnaire will be replaced by the new "friends and family test". This will be the new way of surveying patients for this financial year. As the guidelines are not clear yet we will look into this and update the patients' forum group.
10. There was discussion about the Council's meetings which are on website and the links will be forwarded to the patients' forum group.

Date of next meeting: Tuesday 10<sup>th</sup> June 2014 at 7pm

Signed

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Mrs J Walker (Chair)

Dated

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