

Canon Street Medical Centre
122 Canon Street, Leicester LE4 6NL
Dr B V Modi

Minutes from Patients' Forum Group Meeting held on Tuesday 10th June 2014

Attendance: Dr B Modi, Mrs M Modi, Mrs J Walker, Mr Shah, Mrs Carr, Mrs Richards, Ms Shiels, Mr Sanghani

Apologies: Ms G Sachdev

1. JW approved Minutes of April meeting.
2. JW suggested that on Noticeboard there should be vanilla coloured paper.
3. JW suggested Red Cross to switch off mobile phones while in the waiting area.
4. DR will provide contact number for Surgery floors quotation
5. The Noticeboard to display staff names and roles was discussed and this will be arranged.
6. The forum group suggested for newsletter –
 - Congratulating patients for not attending A&E
 - Difference between Practice Nurse & District Nurse
 - Dr M attended diabetic course
 - If patient receive good treatment then they can feedback on NHS choice website
7. The group suggested to display new working times of Nurse & HCA on Noticeboard & website
8. Dr M explained new plans in the City – better care funding. Ms D – which practices can work together for better care funding?
9. Dr M – explained the 3 localities in the city
10. Dr M – presented the audit to the group with regard to CQC
11. CQC – Regulation 9, will be discussed for next meeting
12. MM – presented patient questionnaire to the group for feedback. Group looked at it & suggested if copies of last year questionnaire can be printed out for next meeting for comparison
13. Dr M – Explained risk stratification and how surgery is doing personalised care plan for the patient who are at high risk for admission to hospital.
14. Dr M – The practice has successfully passed on Spirometer audit
15. MM - informed the group about meeting with diabetic nurse who can run clinic at the practice to educate patient with diabetes. The group like the idea and the practice will go ahead with the plan
16. JW – Updated on City forum meeting and she will be representing from our practice on mental health survey
17. DR – explained issues with regard to INR and the group suggested that she can write letter to the hospital explaining the issues.

Date of next meeting: Tuesday 8th July 2014 at 7pm

Signed

Mrs J Walker (Chair)

Dated
