

# Canon Street Medical Centre

Dr B V Modi

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

122 Canon Street  
Leicester, LE4 6NL

Tel: 0116 266 1247

Fax: 0116 268 1477

## **Minutes from Patients' Forum Meeting held on Tuesday 11<sup>th</sup> February 2014**

### **Attendance:**

Dr. B Modi, Mrs. Mukta Modi, Mrs. J Walker, Ms Shiels, Mrs Richards, Mr Shah, Mrs Carr, Mrs Songhurst

### **Apologies:** Geeta Sachdev

1. JW mentioned the October Minutes which needed amending.
2. JW updated on the Annual Quality Review visit. It was an open meeting which was successful. At the AQR meeting persons present were a Doctor from Clinical Commissioning Group, Kim Cooper (Minutes-taker), a Public Health person, Pharmacist, a lay person. Different aspects of the practice was discussed and feedback given to the practice. JW also mentioned that the feedback was positive from this meeting and that AQR team was happy with the practice. The AQR meeting was chaired by the lay person.
3. JW mentioned meetings arranged by the CCG for the patients are held during the daytime which is not convenient for patients to attend. This was a valid point and was taken on by the AQR team.
4. The AQR team liked our practice newsletter and wanted a copy of this.
5. Clinical Commission Group was very impressed by the involvement of our patients' forum group.
6. BVM informed the patients' forum that all medical records are stored on the practice premises, as from AQR meeting it was brought to attention that all the records should be stored on the premises. This has been taken on by the practice and all medical records are on the premises.
7. JW updated on the City Wide patients' forum meeting which was positive on the whole. In the meeting there was discussion about opening a Bank account for City Wide forum and JW supported this decision.
8. INR services were discussed, which have settled and are running smoothly. However, there was one incident discussed where an elderly gentleman had a stroke and he has now been referred back to the Hospital for further care.
9. The group were informed that one staff member has now been trained as a Health Care Assistant and Phlebotomist.

10. The patients' forum group discussed the action plan and patient satisfaction survey. 57 forms were completed by patients and returned to the practice and the data was input on the computer and this was analysed by the Health Informatics Service (HIS). Out of these 57 forms different age groups of patients were targeted who completed the patients satisfaction survey. The patients' feedback was noted from the survey.
11. Ms Shiels talked about A&E attendance and there was an improvement by advertising on website and newsletter. From the survey the outcome was that there was "0" A&E attendances, which was a successful achievement.

**PATIENT SATISFACTION SURVEY**

- Patient involvement has improved compared to last year
- Listening to patients has improved
- Patients were happy with opening hours

**PATIENT SATISFACTION SURVEY ACTION POINTS**

1. Role of District Nurse needs to be put in the summer newsletter and website - *July 2014 Action Mukta*
2. Practice has hearing loop facility, need to train practice staff - *June 2014 Mukta*
3. New Noticeboard with clinical staff & non-clinical staff photographs and role - *July 2014*
4. Need to contact cleaner to make sure the skirting boards are cleaned properly - *Action in place from February 2014*
5. In next year's survey disabled patients need to be involved in patient satisfaction survey - *Action by Mukta February 2015*
6. More information for patients obtaining results over the telephone - this needs to be put onto the website and summer newsletter, staff to be trained- *Action by July 2014*

Date of next meeting:            Tuesday 11<sup>th</sup> March 2014 at 7pm

Signed \_\_\_\_\_

Mrs J Walker (Chair)

Dated \_\_\_\_\_