

## MANSFIELD PARK PATIENT GROUP

Minutes of Meeting held in Four Marks Church Hall 21st October 2017

Present: Chris King-Smith. Chairman  
16 members of the Group  
Apologies received from a number of members

1. Introduction & Welcome - the group is independent and a way for patients to express any concerns they may have regarding the Practice. Our main difficulty remains that of contacting patients. We have email contacts for 50 - 60 out of approx 7000 patients. We are in the process of producing a brochure which will be given to all new patients and be available in the surgery. One thing being considered is for members of the group to spend time in the waiting room with these to hand them to patients. There is a postbox in Reception area for comments etc. Group web page is available via surgery web site.  
Comment:  
Surgery website is not kept up to date which does not inspire confidence
2. Finance:  
Allocation of last year's funds sent to EHDC (copy available) and new grant of £670 applied for.  
Question:  
Do we pay for use of Church hall. -- No - only direct costs eg heating.
3. Four Marks Pharmacy:  
Currently a serious cause for concern - it is an independent business and it is best for individuals to write letters of complaint to business owner (details available) & also stressing to them their obligations to the NHS. Chris has been in contact with the NHS and is waiting for a response.  
It is easy to arrange for prescriptions to be dispensed by other pharmacies.  
Comments:  
There is now a Manager but all staff have left and they are struggling to replace people. The shop is not clean and is untidy; there are also occasions when prescriptions are being incorrectly dispensed.  
Response:  
Chris has spoken to the Surgery about this although they say they are unable to do anything as it is independent.
4. TV screens:  
Information screen bought with software as a package and not easy to use or control  
Comment:  
It should not be a patient problem - the surgery should deal with their supplier  
Response:  
They are aware but it is not high on their agenda to sort out - it needs a big body of patients to complain and say it is not good enough!  
Colour TV - could it be used in a better way? It is not in a good position & of little use.
5. WiFi in surgery:  
NHS are proposing to install it in all surgeries to make them more patient friendly. The general feeling of the meeting was that it would be a total waste of money.  
Chris has raised the issue with Chairs of the other PPG's in our group and it will be discussed at their next meeting.  
  
Comments:  
Would largely appeal to the younger generation but not to the majority of surgery users who would not / do not need to use WiFi

6. Healthcare Talks:

There have been 3 this year and all have been good.

These are good to do and proposals for next year are:

Skin care. Lung disease & care. Breast cancer. Heart disease & treatment

All our GP's have their own expertise in different aspects of patient care and we also hope to have a couple of them to talk.

We always need ideas and contacts for these.

Comments:

A talk on pain management.

7. A.O.B.

Road in to surgery / new housing development:

The surgery have been in touch with the site manager and white lines will be painted at the junction.

Thanks were given to Chris for chairing and running the group. He graciously accepted these and feels it is a necessary thing to have; he is well supported by a small focus group but there is still a need for someone to look after the web page - we need a volunteer!!

Chris King-Smith

Chair PPG

27 October 17