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Practice Minutes
1st October 2012

Present

Practice Staff

Dr. N Davies – GP

Phillip Martin – Practice Manager

Patients Representatives

R. D

C. B

D. A

B L

M R

K G

D W

A A

Apologises

J B

D C

M K

1.	<p>Welcome and Introductions The meeting was opened by Phillip, he thanked all members for turning up. He also thanked the members who had sent apologies.</p>	
2.	<p>Minutes of the Last Meeting These were approved by the group</p>	
3.	<p>Matters Arising</p> <p>SystemOnline Phillip told the group that the number of people using the online service was now 874. This number has gone up significantly over the last two months, as staff now give out an online form with every registration. KG – I like using it as I can compare my work calendar and the appointments and schedule an appointment when I can get in. RD – There was an issue when trying to book an appointment for my wife when I had just booked an appointment for myself, as I could not do it. Phillip wondered if the computer had not logged out of RD's profile online. When RD tried to log back in, it would have logged him back in, rather than his wife's profile. Dr Davies told the group of a couple of examples where a mum</p>	<p>RD to feed back to PM if there is a problem again.</p>

	<p>had used online booking to book for their child. Dr Davies had spoken to the family, and informed them that they would need a separate log on for their child.</p> <p>Music The music in the waiting room had not been forgotten, however, it seemed to be taking longer than expected and the costs for two small waiting rooms was going to be very high. This is due to the issue with the PRS licences. Phillip will keep looking in to this.</p>	PM to keep looking in to this.
4.	<p>Ongoing. Phillip asked the group how they felt about the group. Did they feel that we are making a change within the practice? Dr Davies told the group that we value the feedback that we get from the group, both negative and positive. This enables the practice to grow and change with the patients.</p> <p>Phillip asked the group to listen to patients next time they are in and if there was any complaints note them down and feed them back. Dr Davies suggested that if the group members did hear any one making suggestions then perhaps the members could suggest that they join the group.</p>	
5.	<p>Newsletter The newsletter was brought up by Phillip. He suggested that this came from the group rather than from the practice. It would be important to get the views of the PPG. The newsletter would be available online and on the tables. CG – This is a good idea. RD – I do a newsletter and it is now over 14 pages long and that come from a patient group and the patients enjoy it. Phillip then asked the group to have a think about what they would like in the newsletter and to feed this back to him ASAP. The group also asked about translation. Phillip suggested that if it was online, then it could be translated easily.</p>	PRG members to give ideas ASAP.
6.	<p>DNA Poster Phillip pointed out the new DNA poster that was up. After the feedback and comments from the last meeting, the poster had been changed to thank those patients that had turned up. It also showed how many appointments were available in the month, how many texts were sent and how many patients DNA. Phillip asked for feedback. The thank you could be bigger Could print it out in black and have different colour paper. Overall, the group liked the poster and said that it was a positive message to give to patients.</p>	
7.	<p>AOB</p> <p>Prescriptions</p>	

	<p>during the week. The clinic would be run on Saturday 20th Oct.</p> <p>MR – I would just like to say that it is a really nice practice and it is quite nice that you feel like a patient rather than a number. All the staff here are very kind and nice, so please keep it up. This sentiment was agreed by the group.</p>	
9.	Date of Next Meeting 4 th December 2012 @ 6.30pm	