The Limes Medical Centre – Patient Panel Meeting Minutes

# Meeting Information

## Date: 26/05/2022 Location: The Limes Medical Centre

## Time: 13.00

**Present:**  Dr Hima Dadheech, Dr Vinod Dadheech, Dr Arun Ahluwalia, Mohammed Imran, XX, XX, XX, XX, XX, XX (redacted)

# Agenda Items

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| Item | Description | Action? | Action owner |
| 1 | * Welcome and apologies | - | - |
| 2 | * Introductions | - | - |
| 3 | * Covid-19 | - | - |
| 4 | * GP Patient Survey   + Results discussed as per agenda. Opinions sought from members, who were sympathetic to the practice and did not find their experience was in line with the results.   + Practice will commission its own questions to provide to those actually using the service to see their opinions | Y | AA/MI |
| 5 | * Additional Services   + Discussed as per agenda. Members happy to have these additional services available | - | - |
| 6 | * Online Access   + Happy that this is available but not always straightforward and some members feel less able to use – made clear that this is an additional method and that phone/F2F still available for those that prefer.   + Website is refreshed and easier to use, with much more detailed information   + Unclear where queries go or availability via the app. MI to chase up | Y | MI |
| 7 | * Prescriptions   + POD available and members happy |  |  |
| 8 | * Training Practice   + No concerns from members, happy that practice will have training doctors in. |  |  |
| 9 | * Cancer Screening   + Members wanted to know if advertising of availability of mobile van for breast cancer screening possible – although members advised that central team that send invitations.   + Member raised issue of male breast cancer and would like this advertised on our cancer board. DrAA will do | Y | DrAA |
| 10 | * Any Other Business   + Members would like photoboard of staff in reception. Advised that photos not desired by staff, but happy to have names listed. DrAA to sort   + Members advised to bring any concerns to attention of staff if anything comes up prior to next meeting | Y | DrAA |