

Minutes of Healthy Living Group held 11 February 2019

Present: BH, WD, UG, SB, Mandy Neville

No apologies received

Minutes of the meeting held 12th November 2018 were agreed as a true record

Network North Noticeboard

Mandy explained that all 5 Network North practices are having a notice board with different themes and will be kept up to date by the shared workers Emily and Lauren. It was suggested that organ donation should be a topic.

TARA Letter

No response received from the TARA chair, even though the letter was hand delivered. Mandy to write to the council to find if new chair has been appointed.

Registration pack

The group reviewed the Registration packs used by one of the other practices in Network North. Some of the information (it was felt by the group) was not needed.

Mandy explained that some info has to appear contractually.

- Consent to share form
- Summary care report info
- Online access arrangements
- Need for ID to register

It was agreed we need a separate practice leaflet which Mandy asked the group to take home and have a look if any updates were felt necessary.

Complaint form

Mandy asked the group to review the form and a few changes were agreed. Mandy will take the new form to the next doctors meeting.

Patient questionnaire

This will be on display on the waiting room noticeboard.

Fire evacuation walk through

The practice had an inspection on 4th December 2018 from the fire service. The inspector asked if the signage was appropriate for an evacuation, so Mandy asked the group if they would do a 'walk through' of the building to review the signage.

The walk through took about 20 minutes and Mandy has now prepared a report from the building owners. This was an extremely helpful exercise and Mandy thanked the group for their input.

IT Administrator vacancy

The IT lead has left to join another surgery. The practice are in the process of recruiting and interviews are to be held on 14 March 2019.

TV screen messages on breast screening

UG mentioned that the message on screen is not on long enough to read. Mandy apologised for this and said that she would try to sort it out but as IT post is vacant there may be a delay.

Date of next meeting

Monday 15 April 2019 at 5.30pm
(sorry had to be changed due to year end)
All patients welcome!