

Morden Hall Medical Centre

Patient Representation Group – 19th March 2014

Chaired by Dr Paul Alford

Item	Subject	Action
1.	Present: Dr Paul Alford, Elspeth Clarke, Derek Heaton, Hyacinth Bell, Tony Loft, Fiona Doyle.	
2.	There was a ten minute session to allow the patient members to liaise with each other prior to the meeting proper starting.	
3.	The minutes of the previous meeting were checked and agreed as an accurate record. Matters Arising <ul style="list-style-type: none">• Photos of all practice staff members to go into a frame so the patients can identify who is who.• Advanced booking of appointments –•	
4.	<u>Survey</u> The group was told the patient survey had been returned, Dr Alford told the group about the findings of the survey.	
5.	<u>EPS</u> The practice went live on EPS scripts today, this is where the patient needs to nominate a pharmacy to have their scripts electronically sent to the pharmacy of their choice, this will help with lost scripts and for people who work out of the area to have their scripts at a local pharmacy near to where they work.	
6.	<u>Receptionist of the month</u> The group thought this would be a good idea to help motivate the staff in reception, so they are rewarded for their good work. Also how friendly Munazza was at the reception desk.	
7.	Next meeting –exact date TBA	