

**NOTES OF MEETING 16/10/07**  
**IAN MACDONALD – CHAIR OF PATIENT LIAISON GROUP**

For Notice Board Publication

**MATTERS ARISING**

**Hospital Infection Rates**

The Widespread Media Publicity on Hospital Infection Rates had created anxiety among patients. Frimley Park had produced up to date information which showed much improvement in their performance.

**News Letter**

“A Day in the Life of Dr. Steed” had been well received.

**24 Hour Automated Appointment System**

Despite the widespread difficulties associated with the introduction of any new system the new automated 24 hour appointment system has been well received by patients who wish to use it. The Major difficulties would appear to be “Queues” at busy periods and discussions are ongoing with the suppliers to rectify this position. For those patients not able or reluctant to use the new system only need assurance that direct access to reception will continue.

**Automated Check-In at Reception**

The new system has helped to relieve the workload at Reception and has been well received.

**Practice Based Commissioning**

The most recent provisions on Practice Based Commissioning include the need to bring the proposals formally to patients.

The objectives include:

To build an eye service in town with local opticians dealing with acute red eye and glaucoma checks.

General Surgery, gynaecology and follow ups. The GP surgery to take on follow up appointments after patient surgical treatment.

Dermatology/minor op service

There was general agreement that local provision was an excellent idea, reducing the need for hospital visits.

### **Patient Donations**

Two generous patient donations have been used to buy an oximeter, a device for measuring oxygen in the blood and an additional two raised chairs.

### **Practice Patient Fundraising**

Fundraising has concentrated on the sale of Lavender Bags, the bottle in reception and donations towards the water bottle. It was suggested that plaques could be placed on the raised chairs drawing attention to their use for those with the greatest need.

### **X-rays at Farnham Hospital and Frimley Park**

The discrepancy in the time to receive results of x-rays from Farnham and Frimley Park was raised. Farnham has x-ray facilities but have to be sent to Frimley Park for interpretation.

### **Identification of Staff**

Discussion took place on the merits of nurses in uniform and also on staff badges being worn in Reception.