

Daybrook Patient Group

Minutes of a meeting held on Tuesday 9th April 2013 at 5.30pm.

PRESENT: H.Sinclair, A.Doubleday, D.Ward, S.Lane, D & P.Roberts, D & M.Hatton, T.Elwell .M.Masters, B.Quigley, D.Baggeley, J.Wood, K & A.Marshall, and R.Norton–Age UK Notts.

APOLOGIES: P.Whitehead, N.Ruparelia and C.Edwards

2 new members who could not attend Lesley Peck and Raymond Brown will attend the next meeting.

GUEST SPEAKER: Robert Norton from Age UK Notts was introduced by HS. RN had attended the Coffee Morning, and also has been present for several weeks in the Foyer. He has not referred any patients on for further advice as yet, which he put down to the limited space available for his stand. He explained the objects of Age UK which was to enhance the quality of life and promote the well being of older people in Nottingham and Notts. He explained the activities, lunch clubs, day centres etc that are available. It was suggested we arrange a Coffee Morning in June for the benefit of Age UK., and this was agreed.

MINUTES: The minutes of the previous meeting were reviewed.

MATTERS ARISING: HS stated that the Patient Survey results findings together with an action plan had been sent to all Group members and was a separate item on the agenda. Coffee Morning result was also on the agenda.

COFFEE MORNING FUNDRAISING UPDATE: The Coffee Morning was again well received. The waiting room was packed due to both doctors' surgery and blood clinic so more raffle tickets were sold on the day. In total £173 was raised £20 donations, £30 of cakes and £123 of raffle tickets sold. AM thanked all those who provided the raffle prizes together with those who helped, but thought more raffle tickets could have been sold by Group members and suggested if each member were to sell at least £10 worth of tickets then we would now be nearer our target which now stands at £485.

PATIENT GROUP NEWSLETTER:- There was unanimous agreement that the newsletter was a success and TE, DW and NR were thanked for their work in producing the newsletter. There are still subjects agreed upon to use in the next issue, contents of which to be discussed at the next meeting.

SURVEY ACTION POINTS UPDATE:- With HS having sent out details of the survey, a discussion took place on its contents. The action points had been discussed previously with some members of the Patient group prior to the coffee morning.

Agreement had been reached to set up a sub group to discuss telephone consultations. Dr Gallagher, H Sinclair, S Parkes and a receptionist and 3 members of the Patient Group are needed to form the sub group. TE, DW and SL agreed to represent the Group and requested the meetings take place early evening. The first will take place in end April/beginning May.

Other action points have already been implemented. This includes details on how to contact medical help when the surgery is closed. This was included in the Patient Group newsletter, more details have been put on the practice website and on the tv screen in the waiting room.

There was some feeling that the Patient Group should not be involved with certain aspects of the Survey. – the Group felt the ethnic origin was irrelevant, HS pointed out that this forms part of the report the practice has to complete and the ethnic population enables the practice to monitor any special services which may be needed to meet medical needs. However, concern was expressed regarding the lack of younger patients coming forward as Group members.

It was agreed that the doctors should try and encourage younger patients to join the Patient Group and to try to determine why they are reluctant to join. HS will bring inform the doctors of these suggestions at the next practice meeting.

Post meeting note – DW and HS discussed the possibility of trying to arrange a separate Patient Group for teenagers/young adults, perhaps to meet 2-3 times a year. This will be discussed more fully at the next meeting.

HS asked for future agenda items:- Medication Review Procedures. DNA's (last month reached 190) a number of them concerned mothers with children not attending for immunisations.

AOB – CQC - HS informed the Group that CQC would be carrying out an inspection over the coming weeks or months. She will let the Group know when they are attending as it would be useful for some of the Group to come to the surgery that day to talk to the inspectors. Patients can add comments (good or bad) about the surgery on the CQC website, these will be looked at by CQC prior to any visit.

Due to running out of time, the Meeting was closed at 6.40pm

DATE OF NEXT MEETING: Tuesday 4th June 2013 at 5.30pm.