

DAYBROOK PATIENT GROUP

MINUTES OF A MEETING TUESDAY 15 JULY 2014

Present: H. Sinclair, D. Ward, M. Hatton, D. Hatton, A. Marshall, P. Whitehead, S. Lane, F. Thimann, J. Wood.

Apologies: D. Bagaley, G. Millar, P. Nixon, A. Doubleday, N. Ruparelia, K. Marshall, D & P Roberts

D. Ward presented minutes of last meeting which were accepted as correct.

Matters arising:

- 1) Speakers- DW confirmed Wendy (from community nutrition) would attend next coffee morning.
- 2) PW referred to on-going problem of waiting and queuing at pharmacy- enquires have been made by HS and the problem is being addressed with staffing as one part of the problem.

AGENDA

Changes to the practice leaflet:

FT had expressed interest in updating the practice leaflet given to new patients – HS has discussed and agreed this with the practice manager – FT will liaise with HS over any changes.

Petition to help G.P services:

HS drew attention of members to survey documents to be available in practice waiting room, where patients could endorse comments and feedback to assist GP services.

NEWSLETTER

PRESENTED BY ALAN AND KAREN MARSHALL

AM asked that some other member produce the next edition and after debate, Sonia agreed to take up the challenge and to produce the next edition for late autumn. This season's newsletter will be printed and copies made available in the waiting room.

Suggested items for newsletter:

- 1) Patients asked to come forward to members of patient group with items of interest or concern to be included in future newsletters
- 2) The growing Problem of Obesity (who they might be referring to?)

COFFEE MORNING

MH asked that raffle prize and cake donations be declared by members as early as possible before coffee morning, DW suggested that savoury jams and garden produce as well as sweet items might be put on sale and that the price of items to be sold should be increased. A suggestion made by SL that tombola might be better than a raffle was considered but not accepted. DW said her enquiries regarding a supply of cards (birthday, anniversary ETC.) have been successful and these would be available on the day.

SPEAKERS

HS has approached Janet Baker and Hazel Buchanan from C.C.G and Dr Gallagher – ***Post meeting update Janet Baker and Michael Ellis will be attending the next meeting- however the date has had to be changed to 16 September at 2pm.***

Any other business:

Primary health care service HS said another survey is necessary this year, in respect of patient concerns and questions for such survey need to be considered E.g. update of car park facility.

HS discussed what the PG needed to do to meet the requirements of this years' DES:

- Survey – ideas needed – include questions on range and quality of services provided by the Practice.
- Review suggestions and complaints from patients (taking out patient identifiable information prior to discussion)
- Promote innovative forms of patient participation – suggestion from the group survey to carers to find out if their needs are being met.
- Ensure PG is representative of practice population. This is an on-going struggle which the PG have tried to overcome. Further suggestion target patients in under-represented groups by attaching information/leaflets to prescriptions. Update the PG notice board to include poster asking for new members.
- Provide opportunities for patients to find out more about how the practice and the wider health economy works. PG suggestion - include information in PG newsletter. Take away any ideas discussed with the CCG speakers at the next meeting to also include in PG newsletter. Look at providing information in leaflet form to be distributed at coffee mornings.
- Develop patient champions who work with practices to support particular groups – e.g. mental health, loneliness, carers of patients with dementia, obesity etc. The PG has already previously arranged speakers for carers of patients with dementia. A nutritionist is attending the next coffee morning – ideas for healthy recipes etc which could be copied and given to the nurses to help with patients struggling with their weight. The PG already feel they help patients with loneliness by holding coffee mornings as these have attracted patients from this group who come and sit and chat with the PG and often spend a couple of hours at the coffee morning. These patients have already stated how much they look forward to this.
- Work with local community/voluntary sector - the PG is already involved with The Southwell project – a learning disability group. The PG is currently raising funds to help them and have invited their choir to sing at the next coffee morning. 2 of the PG membership have learning disabilities.

HS asked for ideas on updating and looking after the PG notice board. Ideas are to be discussed to the next meeting.

Next meeting now Tuesday the 16th of September at 2PM not 9th September.