

Daybrook Patient Group

Minutes of a meeting held on Tuesday 24th July 2012 at 2.00pm.

PRESENT: H.Sinclair, M.Masters, A.Doubleday, C.Edwards, A&K.Marshall, B.Quigley, D&M.Hatton, G.Millar, T.Etwell, P.Whitehead, F.Kieme, D.Baggaley, P&D.Roberts.

APOLOGIES: D.Ward, J.Wood, D.Hall, S.Lane and N.Raval.

MINUTES: The minutes of the previous meeting were reviewed.

MATTERS ARISING: TV screen in reception .PW has uploaded various messages/services etc onto a dongle which can be screened via the TV in the waiting room. HS has a spare laptop which we can use to attach to the TV. PW gave a demonstration of the slideshow. A few other services were discussed which felt should be included such as the at risk groups which will need to book their flu jabs. The group felt this was a big step forward. HS will email PW any info on the at risk groups and let him know when she has the laptop.

CHILDREN'S HEALTH DAY – UPDATE

This proved very disappointing as only three parents with their child attended. MH felt the weather had an effect on the attendance. AM thought that a poster outside advertising the event would have helped. He is to investigate possibilities for future events.

DEMENTIA EVENT for carers to be held on Tuesday September 11th 2012 at 1.30pm. Due to space this has to be on an invitation basis. HS already has 4 on the list and MH knows someone who would like to attend, details to be passed to HS.

DOCTORS ATTENDING MEETING – WHAT TOPICS?

HS explained that the Doctors had agreed to attend our meetings but that they would like a possible list of topics beforehand. HS asked the Group to let her have them in advance of the next meeting. **NOTE please contact HS with ideas asap it is hoped the doctors will be attending the next meeting in September.**

RESULTS OF LAST YEARS PATIENT SURVEY AND THEIR IMPLICATION.

HS reported that the new opening times had been well received and 7.30am was proving popular, both with workers on their way to work and those finishing night shifts. The group asked if there were many DNA's for the early appointments, HS said much less so than later appointments. AM asked if receptionists were happy with the earlier starts HS confirmed they are.

A triage system is being trialled. This is to ascertain if it helps with another point, which the group felt needed addressing, from the results of the patient survey which was being able to get an appointment/getting through on the phone. The group felt patients needed and explanation of what triage meant. It was suggested this was something else which could be included on the TV screen and maybe included in the next practice newsletter. Triage was to be extended for a four week period when it will be in operation on each day. This will enable the practice to get a better picture of whether it is a success. The group felt a short questionnaire on a couple of days when the triage was in operation would be helpful for feedback purposes and a few members of the group volunteered to do this. HS will contact them to arrange. CE asked about those patients who used the triage system and didn't need to be seen and whether it would be possible to get their feedback also. HS will look into this.

PRIORITY AREAS PG WISH TO INCLUDE IN NEXT PATIENT SURVEY

HS asked the Group members consider what questions should be asked in the next survey and to bring any ideas to the next meeting for further discussion.

A.O.B.

Flu jabs will be available from September. Young people in the at risk groups should be encouraged to take advantage. GM happy to advertise clinics and at risks groups in his Neighbourhood Watch Newsletter

DATE OF NEXT MEETING: Tuesday 25th September at 2.00pm