

Daybrook Patient Group

Minutes of a meeting held on Tuesday 17 September 2013 at 5.30pm.

Present: H Sinclair, S Lane, A Doubleday, P Whitehead, T Elwell, M & D Hatton, J Wood, D Baggaley, L Peck, P Nixon & B Quigley

Apologies: A & K Marshall, C Edwards, D Ward, D & P Roberts

Minutes: The minutes of the previous meeting were reviewed.

Matters arising:

- TV screen – the doctors will replace this if current provider removes the current one.
- Coffee morning – see main agenda item

Patient survey: Questions finalised and agreed. Suggestion for addition “do you think the patient survey is a waste of time?”! This may be included but would need to be reworded. HS will check with PM and include if agreed. The survey will be issued mid to late October. The PG agreed to help out again HS will email and phone those who have agreed to help out. HS had a suggestion from the reception team to put out a copy of the survey on each chair in the waiting room every morning – it was felt this may increase the uptake, the PG agreed this was a good idea. A supply could also be left on the reception desk with a notice and supply of pens. PW will put a note on the TV screen asking patients to complete and return a patient survey. HS will email a copy to those on the virtual group and it will also be available on line via the web practice website. As a result of last year’s survey the opening hours of the surgery were altered and it now opens at 7.30am every morning.

Coffee morning - this raised £172 for MacMillan Cancer. There was a good turnout and it was very well received. Not all members were involved in the coffee morning as they take on other responsibilities within the group, i.e. the newsletter, updating and maintain information on the waiting room TV. However for future events it is important to remember to make contact with the organiser, MH, if previously agreed to enable the events to be planned efficiently. MH has received a thank you card from the practice nurse for the fundraising which enabled a new couch to be ordered.

It was generally felt the coffee mornings were a very worthwhile part of the patient group as brings patients together and is a social event as well as a fundraiser. HS suggested that the local Food Bank be considered for the next fundraiser. A number of patients have had to use this charity and, as it is coming up to Christmas and colder weather, it would be much appreciated by the charity. MH would also like the cardiology unit to be on the list for a future event, this had been mentioned by CE who is involved with it. PW will put

the info on screen to advertise the next coffee morning – Monday 25 November 9.30 12.00. HS will make all staff aware and ask for donations of food. A list of what is required can be found on the Food Bank website.

Helen Scott – Public Health – HS supports the Clinical Commissioning Group with advice and information on the general wellbeing needs in the area. The data collected includes crime & safety, GCSE attainment, adult health and hospital admission data. The information is collected by “wards” e.g., Daybrook, Arnold and Netherfield. Daybrook is in the top 4 for children & young people, young adults and older people. It was felt that by attending various local groups, such as Patient Groups, that it may give insight in to where some problems may stem from and possible ideas on how to improve things. The information is passed on to the Strategic Partnership Department with recommendations. Plans are already in place for certain areas but not in Daybrook.

HS had hoped to show the group a slide show but as we were unaware of her attendance she decided an overview of her work would be more appropriate in the first instance. She will email more information to be handed out to the PG to decide if they would like her to attend again to discuss more fully.

Newsletter - TE read out a list of previous suggestions for the next newsletter. These include: patient survey, coffee morning and DNA's. It had been discussed encouraging new members to join the group. However we are just about up to capacity at the moment but a couple of younger new members would still be welcome. LP had written a poem about DNA's and although too long to include all of it in the newsletter some good points made in it could be used. *After thought – might be worth mentioning Daybrook Medical Practice Website – includes opening hours, services, how to book and cancel appointments on-line and order prescriptions, together with information on minor illnesses, childhood immunisations and lots of other useful information.*

Electronic Prescribing – deferred until next meeting due to time

Any other business – LP commented on the Patient Group notice board in reception. Not very inspiring! LP has offered to take over “ownership” of the board and the offer was gratefully accepted.

Date of next meeting - Tuesday 12 November 5.30pm

Meeting December – DW had discussed with HS the possibility of the PG going out for a drink instead of having a meeting. The group were in favour of this and a date of Tuesday 10 December at 5.30pm was decided upon, meeting place The Old Spot.