

Daybrook Patient Group

Minutes of a short meeting held on Wednesday 27 March 2013

Present: A Marshall, K Marshall, J Ward, D Roberts & P Roberts, D Hatton, M Hatton & H Sinclair

The meeting was arranged to discuss the action plan following results of the patient survey.

Action 1 – To set up a facility for the provision of telephone consultations.

The Patient Group felt a GP, receptionist, Practice Manager, Assistant Manager and 3 of the patient group should form a sub committee and bring back the ideas to the Patient Group for further discussion. The first meeting could be held by the end of April giving plenty of time for the ideas to be forwarded to the Patient Group prior to the next meeting. As the Patient Group were keen for this to be fully discussed and agreed by both the GP's and the PG they envisaged that the possible implementation of telephone consultations may take some time and that September was a realistic timescale to trial the idea.

Action 2 – Setting up a Patient Group Newsletter

The results of the survey showed that whilst improvements had been made on patient awareness of how to access emergency care when the practice was closed, there was still work to be done as the survey showed that patients were not aware of many items of basic information about the services and facilities provided by the practice. The patient group felt this would be an ideal subject to include in the first Patient Group Newsletter. They felt the following should be included:

'Out of hours you can still ring in and hear a recorded message telling you what alternatives you have available.'

Details of the addresses and opening hours of the Walk in Centres in Nottingham.

The first Patient Group newsletter is due to be finalized shortly and it was agreed the above would be included.