

DAYBROOK PATIENT GROUP

MINUTES MEETING TUESDAY 28 JANUARY 2014

Present: H Sinclair, S Lane, D Ward, F Thimann, C Edwards, G Millar, K Marshall, A Marshall, D Hatton, M Hatton, P Roberts, D Roberts, D Baggaley, A Doubleday, J Wood, N Ruparelia

Apologies: P Whitehead, T Elwell & P Nixon

HS introduced Frances to the group; she is a relatively new patient to the practice and was interested in joining the group.

1. Minutes of last meeting – read through

2. Matters arising:

Telephone consultations – these are going well. More of the doctors are now using this facility. Members of the PG have had telephone consultations and found them to be useful. HS will carry out an audit and feed the results back at the next meeting. The PG felt this was something they would like to see carrying on and developing within the practice if it works well both for the patient and the doctor.

Patient Survey – see main agenda

Electronic Prescribing – moving slowly, need more patients to sign up to it. HS asked if this could be discussed within the context of the patient survey on the main agenda.

Take Control of Daybrook Health – GM & SL attended this, they have not received any feedback. A further meeting is apparently planned shortly on mental health. The majority of the group felt they did not want to be involved and that it was more of a tick box exercise. SL would like to attend the next meeting and will feedback to the group.

AM thanked the practice on behalf of the group for the “Christmas get together” at The Spot. Everyone enjoyed it and would like their thanks to be passed on to the doctors.

3. Fundraising – NR spoke to the group about focussing on one local charity for a year. Monies raised could be used to buy a piece of equipment at the end of the year. Ideas were discussed about which local group would benefit. HS has spoken to the learning disability co-ordinator who is involved in some charity work involving young adults with learning disabilities who has said she would be happy to talk to the

group. PR frequents a café where young adults with differing degrees of learning disabilities are taught skills. SL mentioned there is a local group in Killisick involved in people with learning disabilities. The group agreed that a local charity involved with young adults with learning disabilities would be worthwhile. HS will contact Mo Majors, learning disability co-ordinator and ask her to attend the next meeting. PR raised concern that they had thought the fundraising events were to help the surgery. HS has spoken to the doctors and although they very much appreciate all the hard work the group have done, which has resulted in the purchase of a new nurse couch and a spirometer they would prefer the group to fundraise for a charitable cause and help the practice in other ways. One of the ways the group could help is at the fundraising events raise the profile of certain services within the practice, for example flu clinics, have leaflets for patients to pick and forms for patients to fill in with any changes to their phone/address etc, they could also include consent boxes for the practice to contact the patient via text, data sharing etc. A secure box could be provided for the completed forms to be posted in to ensure patient confidentiality. The group were in agreement with this as it would help the practice on a more practical level. The coffee mornings will be held approximately every 4 months. The next one is on Monday 31 March and will include raffle prizes, as it will be coming up to Easter it was once again suggested Easter Eggs as prizes. DH asked if every member could sell just £3 raffle tickets each that would raise £50 up front. Books could also be on sale as well as the much enjoyed coffee and cakes.

MH & DH had taken the donations of food and money to the foodbank following the last coffee morning. They were both very impressed with the way the centre was organised and run, all by volunteers. They both came away feeling this had been the right place to raise funds for on this occasion.

4. Patient Survey – update. The group had read through the results of the survey. They felt that they would like to carry on working with the telephone consultations from last year. The sub group had met previously with HS, SP and Dr Gallagher. Other doctors within the practice were now carrying out telephone consultations. HS will bring results of an audit she is carrying out on patient experience of telephone consultations to the next meeting. The group would also like to look at prescriptions, although in the survey results on this were high on satisfaction the process has now changed. The group would like to see more patients utilising the electronic prescribing as there are lots of benefits to both the patient and the practice. Prescriptions are easily traced, less frustration for the patient when prescriptions go missing and have to be reprinted. The group were given copies of sign up forms for patients and felt this was something they could help with and that it linked in well with the survey. The TV screen has already been taken over by the group and this could be used to even more effect – information on how to register for EPS could be

added as well as advertising the use of telephone consultations. On the survey results it still highlights patients' lack of knowledge of being able to book appointments in advance. However as this is already shown on the tv screen and included in the newsletter and the website it was felt as much as could be done had been.

5. Newsletter – DW asked for volunteers to take on the spring issue of the newsletter. FT asked what this entailed and agreed she would help with this, NR also volunteered. Ideas for the newsletter were discussed. Fundraising, recipe, staff profile and information on the practice. DW read out some of the profile of Sue Brown, HCA, which includes the sad news that she will be leaving the practice at the end of March. DW asked that it all be included in the newsletter as previous one had been cut down, it will make the newsletter quite lengthy. HS will forward some of the ideas to NR and FT who will liaise with each other. A draft newsletter to be brought to the next meeting for publishing in good time to advertise the coffee morning. KM & AM agreed to do the summer newsletter.

6. AOB – DW asked for volunteers to take on the role of secretary for the next 3 meetings, thereafter another volunteer would be needed. MH and SH volunteered. Notes typed up will be forwarded to HS and then on to the rest of the group when checked.

Mention was made of how helpful staff at Rowlands Pharmacy were by a number of members.

Date of next meeting – Tuesday 4 March 5.30pm.