

Mickleover Surgery

Minutes of the patient group meeting held on Thursday 2nd March 2017

Present at the meeting:-Anne Murfin, Gerry Fryer, Gail Johnson, Jean Parry, Judith Wilmot, Jenny Woolley, Sue Atherton, Stephanie Shepherd and Angela Maine.

Apologies:-Lesley Wells

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| Anne opened the meeting by welcoming members of the group and advised of the usual housekeeping. | |
| Apologies for absence were received as above. It was mentioned that Dawn McIntosh had not been to a recent meeting. | Anne will contact Dawn. |
| The minutes of the last meeting Thursday 5 th January 2017 were reviewed and agreed to be an accurate reflection of the content of the meeting. | |
| Anne has sent the assessment questionnaire completed by the group at the last meeting to the CCG (Clinical Commissioning Group). Anne has not had any feedback from the CCG yet. | |
| <p>A review of the positions within the group was held.</p> <p>Anne thanked Gerry for being the vice-chair and Gerry advised that he would like to resign from the position. The vice-chair position is now vacant and Anne will contact all members to see who is interested in the position.</p> <p>Anne asked the group for their views as she has been chair for a while now. As per the wishes of the members present Anne will carry on as chair.</p> | Anne to contact members re the vacant vice-chair position. |

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| <p>The diary for 2017-2018 was discussed and the following was put in place:-</p> <p>APRIL 2017-noticeboard display for Parkinson's Day April 11th 2017.</p> <p>MAY 2017- meeting Thursday 4th 6.30pm with a speaker-Rachel the Community Care Co-ordinator (Stephanie has spoken to Rachel and confirmed this).</p> <p>JUNE 2017-no event planned.</p> <p>JULY 2017-meeting Thursday 6th 6.30pm with a speaker. Gerry suggested someone from a voluntary group called Borderline Personality Disorder.</p> <p>AUGUST 2017-no event planned.</p> <p>SEPTEMBER 2017-meeting Thursday 7th 6.30pm with a speaker. Anne has approached a local pharmacist to see if he would be interested in giving a talk on the role of a pharmacist in the community.</p> <p>Flu clinics also may be held during September-dates to be confirmed.</p> <p>OCTOBER 2017-Flu clinics-dated to be confirmed.</p> <p>NOVEMBER 2017-meeting Thursday 2nd 6.30pm.</p> <p>DECEMBER 2017-informal group social event to be discussed nearer the time.</p> <p>JANUARY 2018-meeting Thursday 4th 6.30pm with a speaker. Jean suggested someone from an independent charity called CamTAD (Campaign for Tackling Acquired Deafness).</p> <p>FEBRUARY 2018-no event planned.</p> <p>MARCH 2018-meeting Thursday 1st March 6.30pm. Discuss the diary for 2018-2019 and review of the positions within the group.</p> | <p>Anne will contact Brian & Liz re posters.</p> <p>Gerry to contact the chair of the group Sarah Eley.</p> <p>Anne to confirm this speaker.</p> <p>Jean will make enquires.</p> |
| <p>Stephanie suggested that for next patient survey it would be a good idea to re-visit the subject of patient satisfaction with GP consultations. The group were happy with this and the after a discussion it was decided to make small amendments to the original survey. Stephanie will make the alterations and bring the questionnaire to the next meeting. If everyone is happy then the plan will be to run it as soon as possible with the doctors handing it to the patient for completion after their consultation. Jenny volunteered to analyse the completed questionnaires.</p> | <p>Stephanie to make the changes to the questionnaire and bring to the next meeting.</p> |

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| <p>Any other business:-</p> <p>The display for the notice board for Parkinson's Day on April 11th was discussed and Anne will contact Brian and Liz about getting some posters and information to put up.</p> <p>Dementia awareness week commences May 15th and Sue will get some posters and information for the group to do a display on the notice board.</p> <p>This led the group to thinking that it would be a good idea to keep changing the display and promoting other awareness days.</p> <p>Anne asked if the members read the practice newsletter and if they are aware that they can sign up to get it on line. The answer to both questions was a yes.</p> <p>Anne thanked those who attended the social event which the group recently held. Everyone enjoyed it and would be happy to hold another. Anne asked the members to think about volunteering to arrange the next one.</p> <p>Gerry asked if the number of DNA's (appointments where patients failed to attend) had improved. Angela advised unfortunately not.</p> <p>A discussion took place over booking appointments during which Stephanie and Angela answered the questions raised.</p> <p>Stephanie advised that the practice had recently had a follow-up visit from the CQC (Care Quality Commission). As a result the practice has been awarded 'Good' overall and the areas found to be needing improvement during the initial visit have now been signed off.</p> | <p>Anne to contact Brian and Liz.</p> <p>Sue to get some posters.</p> <p>Members to research any other days of interest.</p> |
| <p>Date of next meeting Thursday 4th May 2017 at 6.30pm.</p> | |