

Mickleover Surgery

Minutes of the patient group meeting held on Thursday 1 September 2016

Present at the meeting:-Anne Murfin, Judith Wilmot, Jenny Woolley, Sue Atherton, Gerry Fryer, Liz Greaves, Brian Greaves, Dr Abdalla, Dr Gayed, Stephanie Shepherd and Angela Maine.

Apologies:- none received

	Action
Anne opened the meeting by welcoming members of the group and the guest speaker, Honor Simpson from Making Space and advised of the usual housekeeping.	
Apologies – none received.	
Honor Simpson from Making Space, the local provider of support to patients who have been diagnosed with dementia and their carers. Honor gave a very interesting talk on the range of support available locally. This includes a weekly law clinic which provides legal advice via Skype; the Living Well Programme – a 6 week programme for patients and their carers and information about respite care and local support groups.	
The minutes from the last meeting on Thursday 7 July 2016 were reviewed and agreed to be an accurate reflection of the content of the meeting.	
Healthwatch Derby outreach session – Stephanie has not yet received a full report from the outreach session held at the practice on 16 August, however, verbal feedback on the day appeared to indicate that generally positive comments were received from patients.	
Appointment system – Stephanie outlined minor changes to the appointment system that have been introduced over recent weeks to try to improve telephone access for patients, first thing in the morning.	
Derby Telegraph Patient Survey – Anne advised members of the group that a recent survey carried out by the Derby Evening Telegraph had rated the practice as being within the top 10 practices in Derby City. Dr Abdalla shared the article with members of the group.	

<p>Flu clinics – Sue, Judith and Anne volunteered to help out at flu clinics as follows: Sue 1.00 pm to 2.30 pm Wednesday 21 September; Anne 1.00 pm to 2.30 pm and Judith 2.30 pm to 4.00 pm Wednesday 28 September. Sessions still to be filled 2.30 pm to 4.00 pm Wednesday 21 September; 9.00 am to 11.30 am Saturday 24 September and 9.00 am to 11.30 am Saturday 1 October.</p>	<p>Members of the group if you would like to volunteer please let Stephanie know.</p>
<p>Any other business.</p> <p>Anne informed the group of external meetings that members of the group may wish to attend.</p>	<p>If anyone would be interested in attending please speak to Anne for further information.</p>
<p>Anne congratulated Sue on her recent award for the Hardy Group, a social group for people living with dementia. The award was presented at the Foundation Derbyshire Awards at Chatsworth House by The Duke of Devonshire.</p>	
<p>Date of next meeting Thursday 3 November 2016 at 6.30pm.</p>	