

Mickleover Surgery

Minutes of the patient group meeting held on Thursday 3rd May 2018

Present at the meeting:-Anne Murfin, Gail Johnson, Jean Parry, Judith Wilmot, Sue Atherton, Brenda Bell, David Bell, Liz Greaves, Lesley Wells, Stephanie Shepherd and Angela Maine.

Apologies:-Gerry Fryer, Jenny Woolley and Brian Greaves

	Action
Anne opened the meeting by welcoming everyone and advised of the usual housekeeping. Anne gave apologies for the meeting in March which was cancelled due to the snowy weather.	
Apologies received as above and the minutes of the last meeting agreed to be a true reflection of the meeting in January.	
The diary for 2018-2019 was discussed. Anne asked the group for ideas of items of interest to them and possible speakers. Stephanie suggested a speaker from Livewell as she had received an offer from them to send a representative to speak to the patient group. The members liked this idea. Anne suggested Healthwatch Derby and again this had a positive response from the group. Also suggested by Anne was for members to come into the surgery and promote the group to patients.	Stephanie to contact Livewell. Anne to contact Healthwatch Derby. Members of the group to think of further ideas.
Anne asked the members if anyone was interested in stepping up and becoming vice chair of the group. No-one put themselves forward.	Members to think if they would like the position.
Anne said that the group had good attendance but could possibly do with another couple of members to take the number of attendees at the meeting to between 10 and 12.	
Stephanie told the group about a couple of changes within the practice. Dr C Gibbs has joined the practice as a new partner. Dr MW Abdalla will only be working 1 day a week on a Thursday. Jackie who has been working as a locum nurse will be leaving on Friday 11 th May. The practice is still trying to recruit a practice nurse. A discussion took place on the appointment system. Stephanie and Angela answered questions and explained that a limited number of appointments are available on the day of request. Appointments may also be booked up to two weeks in advance by telephone or online.	

<p>The group were aware of the need to sign up to Patient Access to give them the opportunity to book appointments on line and order repeat prescriptions but were not aware of the SMS text messaging service which enables patients to receive their test results by text. Several of the members completed the forms to allow them access to this service.</p>	
<p>Stephanie handed out copies of the results of the last patient group survey concerning patient satisfaction with their GP consultation and thanked Jenny in her absence, for her help in collating the results. Everyone agreed the results were positive.</p>	<p>Members to think of an idea for a survey to do later this year.</p>
<p>Stephanie shared the results of the Friends and Family Test for 2017. The majority of patients who took part were either extremely likely or likely to recommend the practice. The results collected so far for 2018 are following a similar trend. This is an ongoing survey.</p>	
<p>Any other business:-</p> <p>Anne commented how nice the afternoon tea was which some of the group members had gone for recently.</p> <p>Anne said she would like to update the contact list details of all members which she holds. Everyone was happy with this.</p>	
<p>Date of next meeting Thursday 5th July 2018 at 6.30pm.</p> <p>Judith gave her apologies of absence in advance for this meeting.</p>	