

## Mickleover Surgery

### Minutes of the patient group meeting held on Thursday 4<sup>th</sup> May 2017

Present at the meeting:-Anne Murfin, Gerry Fryer, Lesley Wells, Jean Parry, Judith Wilmot, Liz Greaves, Brian Greaves, Sue Atherton, Rachel McCartney-Hayer, Stephanie Shepherd and Angela Maine.

Apologies:-Gail Johnson, Dawn McIntosh and Jenny Woolley.

	Action
Anne opened the meeting by welcoming everyone and advised of the usual housekeeping.	
Apologies for absence were received as above.	
Anne introduced Rachel and thanked her for coming back to one of the group's meetings. Rachel gave an overview of her role as Community Care Co-ordinator and asked the group if they hear of any new support groups to pass the details to her.  Rachel advised that Vicky Brown is the new Community Matron allocated to the Mickleover area.	Members to pass details of any new support groups to Rachel.
The minutes of the last meeting Thursday 2 <sup>nd</sup> March 2017 were reviewed and agreed to be an accurate reflection of the content of the meeting.  Gerry has contacted Sarah Eley from the Borderline Personality Disorder Group and she has confirmed she will be available to speak at the meeting in July.  Anne confirmed that she has arranged for a community pharmacist to speak at the September meeting.  Jean has got a name of someone to contact re a speaker from CamTAD (Campaign for Tackling Acquired Deafness) for the January 2018 meeting and she will contact them next week.  Sue will come into the surgery next week and do a display on the board for Dementia Awareness Week.  Anne thanked Stephanie for the extra display board put up for the group.  Anne thanked Gail (in her absence) for arranging the last coffee meeting for the group members.	Jean to make contact with CamTAD.  Sue to change the display on the board.

<p>Anne and Stephanie both thanked Liz and Brian for putting up the Parkinson's display.</p>	
<p>The group discussed the planned patient survey questionnaire regarding patient satisfaction following their appointment with the doctor.</p> <p>It was decided to alter the question regarding if the patient had confidence and trust in the GP to a YES or NO answer with an option to leave a comment if the answer was no.</p> <p>It was also decided to slightly alter the lay out of the table asking the patient to indicate their ethnicity.</p> <p>The plan is to carry out the survey in June and ask the doctors to hand out a questionnaire at the end of the consultation with the patient.</p> <p>The aim is for a minimum of 150 questionnaires to be completed. Jenny has kindly volunteered to analyse the results.</p>	<p>Stephanie to make the alterations as discussed.</p>
<p>Anne has had feedback following the PPG self-assessment form completed by the group, a copy of this was sent to each chair and practice manager. Anne gave a brief summary of this and advised that the next step is for the CCG to finalise the report after a lay reference group has approved their findings. This report will then outline any development opportunities etc. A copy of this final report should be sent to each chair and practice manager.</p> <p>Anne advised that she had been contacted by the chair of the PPG at Mickleover Medical Centre and given a list of the names of each chair for the practices in our 'Place Group'. (Park Farm, Park Lane, Brook Medical Centre, Vernon Street and Mickleover Medical Centre).</p>	<p>Post meeting note- Stephanie did not receive a copy of the feedback report.</p>
<p>Anne advised that the position of vice-chair in the group is still vacant and so far she has not received any expression of interest from members.</p>	
<p>Any other business:-</p> <p>Gerry suggested that one of the GPs might like to attend the July meeting as the speaker may be of interest to them.</p> <p>Stephanie advised that due to exceptional circumstances the new practice nurse has now left resulting in a current practice nurse vacancy.</p> <p>The group agreed to keep an eye out for upcoming health awareness weeks/campaigns to support future health information displays on the patient group notice board.</p>	<p>Stephanie to ensure that the doctors informed.</p>

Date of next meeting Thursday 6 <sup>th</sup> July 2017 at 6.30pm.	