

Mickleover Surgery

Patient Reference Group Meeting Thursday 2nd May 2019

PRESENT AT THE MEETING	APOLOGIES
Anne Murfin	Judith Wilmot
Gail Johnson	Brian Greaves
Sue Atherton	Brenda Bell
Liz Greaves	David Bell
Jean Parry	Lesley Wells
Gerry Fryer	
Stephanie Shepherd	
Angela Maine	
Patricia & Michael Flude	

MINUTES		
1.	<p>Welcome /housekeeping</p> <p>Anne opened the meeting by welcoming all attendees.</p>	
2.	<p>Apologies-As above</p>	
3.	<p>Presentation on Take Heart (Derby) Patricia & Michael Flude</p> <p>Patricia & Michael presented a very interesting overview of the charity Take Heart. They provided newsletters and programme of events for the group members and patients.</p> <p>Anne thanked Patricia & Michael on behalf of the group. Patricia & Michael left the meeting.</p>	<p>Angela to pass the information given to the Practice Nurse to hand out to patients at their annual heart review appointment.</p>
4.	<p>Minutes of the Last Meeting</p> <p>Minutes of the last meeting held on 7th March 2019 were reviewed and agreed to accurately reflect the content of the meeting.</p>	<p>Stephanie will speak to Rachel to see if there are any changes in her role.</p>
5.	<p>Tea Party</p> <p>Anne asked the group if they had received the email from David re the tea party he has arranged for 12th June 2019. Anne said that she didn't know anything about it until the arrangements had been finalised. Anyone wanting to go should contact Brenda to confirm as detailed in the email.</p>	
6.	<p>Diary for 2019/2020</p>	

	<p>Anne asked the group for any suggestions for speakers. A few ideas were discussed and it was decided that Anne will speak to her contact at community voluntary services.</p>	<p>Anne to look into groups to contact for speakers.</p>
7.	<p>Update on Recent Changes Within the Practice</p> <p>Stephanie updated the group on changes made at the practice with effect from 1st April 2019 further to the email (and for Jean a letter) which she had sent them.</p> <p>Stephanie advised of the role of the Advanced Clinical Practitioner within the team and of the changes made to the appointment system.</p> <p>Stephanie stressed that the reception team had received training before the implementation of the changes and that a lot of work had been done to make the patients aware of the changes.</p> <p>Sue left the meeting partway through this discussion.</p>	
ANY OTHER BUSINESS		
	<p>A couple of the members mentioned that when they have contacted the surgery by phone the message no longer asks you to press the different options and no longer advises that results are given out after 2pm.</p> <p>Anne advised that there is a CCG networking event on 15th May 2019 10am-4pm at Derby Conference Centre. If anyone wishes to attend please let her know.</p> <p>Some members of the group said that they would like to receive the agenda for the meeting before the actual day of the meeting. A discussion took place and it was agreed that once Anne has given Stephanie the items for the agenda, Stephanie will create the agenda and email to Anne for onward circulation. Jean said she was happy to continue to receive the agenda at the meeting. Any late additions will have to be added under any other business.</p> <p>Anne said that as the Chair everything about the group should go through her including all apologies.</p>	<p>Stephanie will look into this.</p> <p>Stephanie to email out the agenda ahead of the meeting.</p>
NEXT MEETING		
	<p>The next meeting of the group will be on Thursday 4th July 2019 at 6.30pm at Micklover Surgery.</p> <p>Stephanie put in her apologies in advance.</p>	<p>Anne to contact Stephanie before the end of June to discuss agenda for this meeting.</p>