

Daybook Patient Group

Minutes of a meeting held on Thursday 1 September 2011 at 2.00pm.

PRESENT: H. Sinclair, S Parkes, D Hatton, M Hatton, P Whitehead, G Millar, J Wood, M Masters and F Kieme

APOLOGIES: D. Ward, A Marshall, K Marshall, A Doubleday and D Baggaley and D Dawson

HS welcomed Maureen Masters and Frederick Kieme to the group.

1. Minutes: The minutes of the previous meeting were reviewed.

2. Keep Warm in Winter Campaign – takes place on Thursday 13 October from 12 noon to approximately 2.30pm in the Health Education room at the surgery. HS informed the meeting that Age UK, EON, a nutritionist and a welfare & benefits representative were amongst those who would be attending the campaign. MH asked if we were providing tea and cakes, this was agreed and the majority of the group agreed to bring in cakes/biscuits. GM has offered to put a piece in his newsletter and to contact Elizabeth Beardsley re advertising it in St Paul's newsletter. JW and MM have also offered to place the adverts in church magazines/library. HS will send details of the event to them with the minutes.

3 & 4. Patient Survey and the Role of the PG– these items were discussed in conjunction with each other. SP and HS discussed the need for more patients to be involved in the patient group, either in the group or as a virtual member. Being a virtual member involves the patient being contacted by email, or post, to ask them questions about the surgery, how well we are doing, identify areas for improvement and ensure changes that are being made are patient focused.

The practice needs to increase its number of patient group members and to register as many virtual members as possible over the coming weeks. GM offered to pass on the registration consent forms to the recipients of his newsletter who are registered at this practice. MH asked if more than one member of the same family could be a virtual member to which the answer is yes. HS will condense the form and photocopy some for GM. DH offered to write a brief summary to append to this explaining what being a virtual member involves and will meet with HS once done. The receptionists will hand these out to all patients attending the surgery as well as including them in the new patient registration pack.

HS distributed a draft patient survey and asked the group for any alterations they feel appropriate. PW suggested asking if the patients were aware we offered early morning and late evening appointments, HS noted this. It was suggested the group took the surveys home and brought up any suggested amendments at the next meeting by which time it would be hoped a number of virtual members would have registered and the surveys could then be sent out. MH volunteered to distribute surveys in reception during surgery time. PW asked if the email addresses were stored on the system, SP informed the group that this was not possible on systmone but once we have a list of email addresses for the virtual group HS will put them in a contact folder on her emails.

5. Any other business – GM gave a brief resume of his attendance at the Commissioning Group recently. Members from other patient groups also attended and he felt that they were too focused on the running of their group/surgery rather than the matters being raised. He was unsure as to the nature of his role there. There were GP's and other professionals at the Commissioning Group meeting but he felt discussions were not useful as questions raised went unanswered, for example if a surgery/practice was not performing well what would the consequences be? No definitive answer had been forthcoming. HS informed the group that all practices had to meet certain guidelines and targets, e.g. referrals – these have to be discussed within locality groups to try and bring the number of referrals down, either by discussing

with another GP as to possible treatment that could be offered within the practice or by a community service prior to being referred on to secondary care, failure to do this could mean the surgery involved could be penalised in some way, perhaps financially. GM asked if anyone was interested in taking over from him in attending the Commissioning Group, no volunteers for this were forthcoming.

6. Date of next meeting – Thursday 27 October 2pm