

# **Daybrook Patient Group**

## **Minutes of meeting held on Monday 2 April 2012**

**PRESENT:** H.Sinclair, A Waters, D.Ward, B.Quigley, J.Woods, D. Roberts, P.Roberts, D.Baggaley, D & M.Hatton, M Masters, S Rogers, N Raval & C Edwards.

**APOLOGIES:** A.Doubleday, A&K.Marshall, P Whitehead, F Kieme and R Meakin (new member)

**MINUTES:** The minutes of the previous meeting were reviewed and agreed.

### **MATTERS ARISING:**

HS agreed to carry on as Chairperson.

PW has tested out the TV in the waiting room using his laptop and was successful. HS & AW will collate various relevant information, which could be shown on the TV, and PW has agreed to copy onto a memory stick and try this out on the TV. The Group strongly feel this is the way forward in advertising services and forthcoming events.

DB idea of installing further hand gel dispensers has been agreed and these will be installed in the next couple of weeks.

Opening hours – the change is still scheduled for April/May.

**WEBSITE** - NR has looked at our website and suggested a few alterations:

Replace some of the words into plain English to allow those whose first language isn't English, and patients who have problems with literacy, to understand easier. E.g. obtain/get amend/change.

Virtual patient group – change to on-line patient group

Named staff replaces M/F with male and female.

Is there a hit counter and if not is this a possibility of having one as it will allow the practice to see how popular the website is. HS will contact MySurgeryWebsite.

Comments – have we had any – HS will check.

Student information – how/where and when to register when at uni and home for holiday.

Could the PPG link be more prominent on the website? HS will look into this.

NR also asked if it would be possible to discuss complaints/suggestions the practice receive. HS to check although all patient details would have to be removed.

HS asked if NR would be happy to go through the changes she has suggested and email them to HS who will take these suggestions to a practice meeting.

### **DEMENTIA EVENT**

This event was very well received. Polly Whitworth from the Alzheimer's Society provided plenty of relevant information and answered all questions posed to her. She has left a few information packs with HS. HS suggested one of the notice boards could be designated for this and the Group in agreement for this. The Group would like to invite Polly back in a few months but invite carers along who they feel would benefit greatly from her expertise.

### **HEALTH PROMOTION**

Due to take place on May 26 at the Methodist Church in Arnold. MH has been in touch with the pharmacy in Sainsbury's who have provided her with some money-off vouchers for Flora Pro-active and the manager is looking into the possibility of further help they can give. HS will contact PH at Stenhouse for an update and will email//write to the Group with any further information.

### **IDEAS-TIMELINES FOR FUTURE EVENTS**

SR had previously suggested an event around nutrition for children. It was agreed to do this but to expand it to Children's Health. Suggestions were made as to whom to include, Health Visitor, Nutritionist or Practice Nurse, SureStart, chemists who could provide information on staying safe in the sun and, hopefully, a few samples. Other ideas included a nursery nurse, school nurse and paediatrician. HS will contact HV, Nutritionist or PN. MH will contact Boots and NR Manor Pharmacy and Singh's Pharmacy. The date for this event is Tuesday 3 July 10-11.30am. The event will be advertised on the website on posters and hopefully on the TV in the waiting room. Flyers could also be given to the Health Visitors and Midwives to give out to patients they see.

### **ANY OTHER BUSINESS**

Following the meeting HS received an email from Sheila Rogers resigning from the Group. HS wished her all the best and thanked her for her contributions over the last 3 years.

The meeting closed at 6.30pm

The next meeting will be held on Tuesday 29 May at 5.30pm.