

Daybrook Patient Group

Minutes of a meeting held on Tuesday 11th December 2012 at 5.30pm.

PRESENT: H.Sinclair, A.Doubleday, D.Ward, S.Lane, D and P.Roberts, D and M.Hatton, T.Etwell, G.Millar, C.Edwards, F.Kieme, D.Baggaley, J.Wood, K and A.Marshall.

APOLOGIES: M.Masters and P.Whitehead and N Raval

MINUTES: The minutes of the previous meeting were reviewed.

MATTERS ARISING: E.T's letter to QMC re prescriptions was sent – see AOB. Child IMMS HS reported that there has been a slight improvement on uptake. Parents/Carers are being phoned and written to when DNA immunisation appointments and the Health Visitor is also being informed.

GUEST SPEAKER: This was postponed for time being.

FUND RAISING EVENT UPDATE: £253 raised which included two donations of £50. In general, it was considered satisfactory, but it was felt it could have been better. There was a lack of communication in that very few raffle tickets were sold prior to the day, CE had been in the week before and sold some, and whilst three Group members came the day before to set up display of Raffle prizes, they were told the room was booked for the day. HS suggested the availability of the room the day before any proposed event was checked prior to finalising a date. However, the Coffee morning went well with several Group members attending and plenty of refreshments were provided. Group members spent time in the waiting room encouraging patients to partake of a free coffee etc and buy raffle tickets. All the Doctors and Staff came and supported the event. AM has sent letter to Rowland's Pharmacy HQ asking if they would contribute to our fundraising programme. It was agreed that another fund raising day be held near to Easter.

HS thanked MH for the cake and to all for the raffle prizes which had been kindly donated.

HS suggested all members should have contact details for each other to enable better organisation of any future events etc. All agreed. HS will send out with minutes, those members who could not attend will be added on once agreement has been received from them.

SURVEY: HS read out the patient survey questions which had been previously discussed and agreed by the Patient Group at the meeting on 20th November prior to the Coffee

morning. It was suggested we also ask for the update of the Patient's mobile Tel No., and email address. ***Unfortunately as the survey is anonymous this will not be possible.*** No other alterations/amendments were thought necessary by the group and the surveys final draft was agreed by them.

HS will finalise the survey and start handing out to patients next week. A copy will also be available on the practice website.

A.O.B

TE letter - Following TE's letter to QMC, he reported that he had had a reply, which stated that the Patient could either have a white form to be taken to the hospital pharmacy, or if requested a green form which could be taken to your own pharmacist. Patients could request a green prescription if they couldn't wait or the wait was too long. All agreed that this information should be made available to all our Patients in the forthcoming newsletter.

Newsletter - It was agreed that a committee be set up by Group members to collate articles for the Newsletter. TE has offered to take the lead in this and DW happy to assist. It was also agreed that the next Group meeting would concentrate on (a) the Newsletter and (b) the Easter Fund Raising Event. It was felt a meeting is needed early in the New Year to get the newsletter off the ground. The group asked if the doctors could be approached for any ideas they would like including in the newsletter. HS will ask.

Prescriptions – PR asked if patients were aware of the forthcoming electronic prescribing implementation. She felt this may cause more problems than patients already experience. HS informed the meeting that a date for this had not yet been finalised and had already previously been postponed. Once further concrete information is available HS will let the group know. PR also pointed out problems with number of tablets being prescribed, running out of different medications at different times of the month etc. HS asked if the group would like a GP to attend a meeting to discuss prescribing at some point. Majority in favour of this. ***HS has since spoken to Sheila Parkes who has suggested the community pharmacist may be more appropriate. HS will approach her.***

FK asked if the information in the NAPP leaflet is available on line to all PPG members or just those on the NAPP committee. ***HS has had a look and if you double clinic on any of the underlined blue sections should take you to relevant information. Please let HS know if any problems.***

DNA's this is still a vast problem and something which was felt could be included in the newsletter. Ideas for highlighting regular DNA's were discussed, including having an icon on the patient record and contacting regular DNA's. Could they be taken off the practice list? Not an option. Were systmone online bookers worse offenders and if so could this system be removed? Again not an option to remove this service as affects a lot of patients. Are the patients that book in advance regular DNA's – HS agreed the

majority were those that booked in advance, however those who have mobiles are sent a text reminder the day before their appointment. HS also pointed out that even those patients who book on the day do, on occasion, not attend their appointment.

SL suggested more prominent information be available on DNA's and the cost of A&E attendances. HS will look at adding this information on the TV screen. This will not be until PW returns in the New Year.

Patricia Nixon has spoken to MH about joining the group and will hopefully attend the next meeting.

HS informed the group of the sad news that Peter's wife had recently passed away. The group asked for their condolences to be passed on to Peter.

DATE OF NEXT MEETING: Tuesday 22nd January 2013 at 5.30pm.