**Daybrook Patient Group Meeting   
Monday 23rd November 2015**

**Present:** H Sinclair, D Ward, F Thimann, P Roberts, D Roberts, J McKenzie-Smith, M Hatton, D Hatton, S Lane, J Wood, P Nixon

**Guest Speakers:** J Monk, C Kearley  
**Apologies:** N Ruperalia, P Whitehead

Prior to the meeting proper, we were given details of possible alterations to our present telephone system by our guest speakers. It was suggested that a patient survey be carried out giving various options to future telephone intake i.e. a possible queuing system for telephone appointments and direct number dialling for the various department of the practice. P Roberts queried these systems in the event of emergency calling but H Sinclair suggested that giving an emergency call number to patients would encourage misuse. ***Post meeting note – a meeting has been arranged for Tuesday 9 December at 11.30am with IT, HS and SP, together with members of the PG to discuss the phone options.***

Guest speakers then left the meeting and Dr Lee gave a report on the recent visit of the C.Q.C inspectorate aspect covered by C.Q.C was positive. The result of the inspection won’t be known until after Christmas. Dr Lee went on to talk about her ability to carry out various forms of acupuncture which could be used to the advantage of some patients and agreed (with this in mind) to prepare a written contribution to the newsletter. Dr Lee left the meeting. DW gave an overview of the PG input to the CQC inspection and thanked those who made themselves available.

The minutes of the previous meeting were then read and accepted as correct by those present.

**Matters arising**  
J McKenzie-Smith questioned why the details of the C.Q.C visit was not mentioned at our last meeting and H Sinclair pointed out that details were not fully known at the time, practices only get 2 weeks’ notice of impending visits. J McKenzie-Smith asked whether we could obtain details and results of C.Q.C visit to other local medical centres and H Sinclair said she would attempt to obtain this information and bring details to the next meeting.

**Coffee Morning**M Hatton gave an update on items for sale and prizes for raffle ETC and said all was in order for coffee morning on 7th December 2015.

**New practice leaflet**Copies of this new leaflet which had been produced by F Thiman were circulated and the document was seen to contain a wealth of information for all new patients coming to the practice

**The next newsletter**It will be published in January 2016 and group members are asked to contribute with any items they feel relevant or of interest to the practice.

**Any other business**H Sinclair asked for ideas for the next meeting’s agenda i.e. patient access to their personal records- cost of access- transfer of records ETC.

D Ward said she was approached by patient ‘Wendy’ who is a sufferer of ‘primary biliary cholangitis and who had expressed a desire to attend a meeting to discuss her condition. HS will try and ascertain how many of Daybrook patients suffer with this condition to see if it is worthwhile Wendy attending a meeting. ***Post meting note – only 4 patients showing as having cholangitis***

S Lane brought to our attention, the work of Daybrook ‘WELD’ group a resident led group carrying out community work with the purpose of bringing local people together. The group are carrying out super kitchen work where a variety of meals are prepared from unwanted food for supermarkets ETC. Super Kitchen will be creating a Christmas meal which will be available to many in our community and any of our members who may wish to attend.

**Next Meeting**Monday 18th January 2016 5:00pm