**Daybrook Medical Practice Group Meeting  
 Monday 18th January 2016**

**Present: H Sinclair, D Ward, F Thimann, J McKenzie-Smith, D Hatton, M Hatton, D Roberts, P Roberts, S Lane   
Guests:** **Dr Gallagher, Lisa Dawkins  
Apologies: P Nixon, P Whithead  
Resignation: A Doubleday D Baggaley**

**Prior to the meeting proper, Dr Gallagher outlined the favourable result of the recent CQC visit and also expressed thanks to F Thimann for her effort into redesigning the patient leaflet. Concern at the closure and subsequent loss of many citizen advice bureau officers (CAB) was also discussed and Dr Gallagher welcomed any effort to re-instate CAB locally.  
F Thimann suggested to the doctor that persons with serious medical problems, might benefit from a awaiting room display of booklets and literature relating to various problems such as mental health, depression, dementia E.T.C. The literature showed telephone numbers where advice could be obtained and F Thimann asked that doctors might in some cases recommend the booklet to patients.  
Dr Gallagher left the meeting and D Ward read the minutes of the previous meeting and these were accepted as correct.**

**Matters Arising: With regards to access to personal medical records E.T.C P Roberts asked that a doctor might speak to us on this matter at a later date. S Lane said the Christmas super kitchen was a success and similar meals will be arranged in future and our members again invited.**

**Comments and complaints: H Sinclair explained the types of complaints most commonly received from patients and produced anonymous documents showing various written complaints; a common complaint was a lack of information to patients of doctor appointment delays.**

**Room Numbers: H Sinclair said consideration was being given to clinic rooms being numbered so that patients were in no doubt in which room to visit for appointments.**

**Coffee Morning: M Hatton gave report on success of Christmas coffee morning, the date of the next coffee morning is for 21st March 2016.**

**Nottingham City Homes-Tenant/Leaseholders and P.P.G Representation**

**J McKenzie-Smith introduced L Dawkins to the group and discussion took place regarding efforts to encourage a wider variation of members to the PG possibly from Nottingham City Home tenants, so that the medical problems of the patients living in poorer home conditions could be made known to the PG.  
D Ward asked that a diary of future tenants/leaseholders meetings be obtained to enable those members who wished to attend could attend.**

**Speakers: Wendy agreed to revisit and speak on the condition primary billiary collingitis at 2pm 18th April 2016.**

**Carers: H Sinclair said that she would enquire for a speaker.**

**Mental Health: Wendy would enquire of a speaker known to her.**

**Newsletter: Request for further items to be included.**

**Any other business: None.**

**Next Meeting: 4TH April 2016.**