**DAYBROOK MEDICAL PRACTICE**

**PATIENT GROUP MEETING**

**MONDAY 3 APRIL 2017**

Present: D Ward, H Sinclair, N Ruparelia, J Mckenzie-Smith, P Whitehead, D Roberts, P Roberts.

New member Melanie Griffiths welcomed to the group.

Marion & David Hatton have resigned from the group – DW has written and thanked them for all their hard work over the last few years. HS will take the minutes tonight and JMS has agreed to do them going forward.

1**. Elin Hultgren from Healthy Housing** gave a presentation on the services they provide. These include boiler checks/replacements, loft/cavity wall insulation and energy switching advice. She left a few leaflets which have been put in the waiting room. HS has a spare one if anyone would like a copy.

2. **Apologies**: T Flynn, P Nixon, S Lane & W Wheat

3. **Minutes from last meeting:**

Winter pressures – this was a short term funded scheme which has now finished. Having extra sessions over the last 3-4 months helped relieve some of the pressure on other doctors. All the slots were used for on the day appointments.

Signage – this is on the agenda this evening.

Phones – still ongoing problems – SP and HS have a further meeting with IT on Tuesday 11 April.

4. **Future Speakers** – TF and HS still to sort out dates.

5. **Newsletter** – the publication for the Easter edition has been postponed and will now be done mid May, mainly due to lack of articles. We now have a few more articles which will be forwarded to SL in the next couple of weeks.

6. **Any other business**

Christmas coffee morning – DW suggested that in place of the coffee morning we hold a raffle on 4 consecutive Wednesdays. These sessions would be for a couple of hours in reception. PR felt this was not a good idea as patients like the companionship. It is a lot of hard work but felt it was worth it. HS suggested incorporating stands such as Healthy Housing, Chair Based Exercise etc, maybe not make cakes just have a coffee morning and a raffle. It was decided to think about this and discuss at the next meeting – vote?

DW had received an email from TF – he was unhappy at notes from a previous meeting which did not include who had made the suggestion, and perhaps did not fully encompass what had been said. The item TF was referring to is missed appointments/total cost and what it could mean financially to the practice. This has been an ongoing problem which has been discussed at previous meetings. However it may highlight it more if included in a newsletter? HS felt this was something we could learn from going forward and ensure members names/initials are always included in the minutes when items discussed.

DW has received an email from Arnot Hill informing her of the PPG meeting being held in the Chapel Room at Gedling Borough Council on 25 July. Unfortunately there were no further details. As soon as more are received DW will forward them.

MG asked about accessible information for those patients who are sight impaired. Is the newsletter made available to them and how are patients made aware there is a newsletter for example? The newsletter is available on the practice website and copies in reception. HS confirmed we do not inform patients generally that the newsletter is available. MG suggested the receptionists could perhaps inform those patients who were sight impaired when they attend the surgery and let them know how they can access them. HS welcomed any other suggestions MG may come up with which could help information be more accessible generally.

Next meeting Monday 10 July 5pm