

<p style="text-align: center;">Minutes and Action Points of Patients' Group Meeting Thursday 7th March 2012 at 19:00</p> <p>Attendees: Jerry Bullock, Mike Clancy, Karen Pearce, Dr S Williams</p> <p>Apologies: Dave Neville, John Onsworth, Peter Boulby</p>	<p style="text-align: center;">Action</p>
<p>Minutes of the last meeting – The Group agreed the minutes of the meeting held on 19th January 2012.</p>	
<p>Inaugural Annual General Meeting – Consideration was given to the remaining tasks to be undertaken in the run-up to the AGM and considered:</p> <ul style="list-style-type: none"> • Draft Agenda; • Draft Leaflet; • Draft Poster; • Press Release; • Table of Key Dates. <p>In relation to the agenda, Dr Williams agreed to deal with item 1(Introduction and Welcome) and Karen would check with Dr Saund that he would present the Survey findings and outline the Action Plan. In terms of the date for the first meeting of the new committee (item 9 on the AGM agenda) it was agreed that Thursday, 24th May be suggested.</p> <p>The leaflet was agreed as submitted subject to alterations to page 1 to emphasise that the Practice covers both surgeries and that it should be clearer from the outset that all patients were being invited to attend.</p> <p>The Poster was accepted as submitted and Mike volunteered to undertake its distribution along with one relating to the "Meet the Doctors" event that was to be held on 27th March. That meeting was seen as a key opportunity for members of the Group to meet other patients and seek to generate interest among others to put themselves forward to join the Group. Therefore as many of the Group as possible should attend to engage with others on that topic. The leaflet and the previously agreed nomination form would be available at that meeting.</p> <p>The Press Release was agreed subject to certain alterations. Jerry agreed to circulate that and to supply</p>	<p style="text-align: center;">SW</p> <p style="text-align: center;">KP</p> <p style="text-align: center;">MC/KP</p> <p style="text-align: center;">All</p> <p style="text-align: center;">JB/KP</p>

<p>final versions of the AGM Agenda and Leaflet to Karen for displaying at the Surgeries by 16 March.</p>	
<p>Patients Survey – Initial Findings - A report on the response to the recently undertaken survey and the results and specific comments made by patients of each of the surgeries were submitted. Dr Williams asked the Group to give its views on those findings as an integral part of developing an action plan which would be published by the end of March. As previously agreed, a presentation would be made at the Patients’ Group’s forthcoming AGM.</p> <p>The Group considered that the survey had been successful in getting a good spread of responses across the age ranges. However, in terms of responses reflecting the ethnic backgrounds of the Practice’s patients there had been less success. Means of improving the levels of those responses and of including patients who were housebound should be explored for future surveys.</p> <p>The Group acknowledged the fact that the results reflected the positive experiences witnessed by Group members within the surgeries and welcomed the fact that the Practice was intent on addressing the issues that had been raised and which could be reflected through the action plan.</p> <p>There was extensive discussion of some of those issues including:</p> <ul style="list-style-type: none"> • increasing awareness among patients about the options for booking appointments with nurses; • raising awareness among patients about the options to book appointments with doctors and to order prescriptions on-line; • issues relating to privacy in reception areas; • seeking to eliminate the relatively small number of cases where waiting times are unreasonably long; • increasing awareness of arrangements for the Out of Hours GP service. <p>The Group submitted views upon the various specific comments that had been made and the Practice’s representatives agreed to take those into account in preparing the Action Plan.</p>	<p>SW/KP</p>

Members of the Group commented upon the positive and helpful responses that had been given by the patients who had participated and confirmed that the Group would use the findings and the Action Plan to develop its own work programme over the year ahead.	JB
News from the Practice – Discussion centred around the arrangements for the “Meet the Doctors” event to be held on 27 March and the measures that were in place for updating the website in the wake of Dr Singh’s retirement.	
Surgery Waiting Rooms – Provision for Children – Information had been circulated to members of the Group of an initiative at the Groby Road Medical Centre. It was agreed that this was a matter that should receive further consideration and should be incorporated into the work programme for the medium-term.	JB
Work Programme – The updated work programme was submitted and agreed subject to work on induction for members of the Group being programmed to coincide with the hoped-for recruitment of new members following the AGM in April.	JB
Next Meeting – It was confirmed that it be recommended to the AGM that the first meeting of the new committee be held on Thursday, 24th May at the Maxwell Drive surgery at 7.00pm	JB All to note