

# **ECCLESFIELD GROUP PRACTICE PATIENT GROUP MEETING**

**Minutes of Meeting  
Monday, 17<sup>th</sup> August 2009**

## **In attendance**

**Ecclesfield Group:** Dr Andrew McCoye, Kerry Newton & Simon Kirby

**Patients:** Gerald Smith, Andrew Stafford, Doris Stow & Pauline Hodkin

**Apologies:** Joyce Ford, Dorothy Black & Graeme Hill

## **Welcome & Introductions**

The chair welcomed all present. Simon introduced a new member from the Practice to the group, Kerry Newton who is one of the practice nurses.

The minutes of the last meeting were accepted as a true record and signed as such.

## **Patient ideas & suggestions** *(Pauline Hodkin)*

Pauline was able to make a report on her findings from the Margetson patient interviews she had collected. She had written an intro sheet, which she gave to patients, explaining her role.

Mainly, patients liked the proposal of new GP facilities at Chaucer School but many would be reluctant to move from the present site which is very convenient.

## **Parson Cross Premises**

Simon advised that the proposal was still very much up in the air and at present no plans are afoot to move. The long term viability of the new building would have to be considered. Sheffield PCT are involved in a compulsory purchase order on the land in conjunction with Sheffield Council. The proposed meeting, in three weeks time, with the PCT should help clarify any future proposals.

## **Online Booking**

Online Booking – The majority of patients said they would be happy to use the system to book appointments on line. However, Pauline felt that the leaflets needed to be displayed better. It was suggested that maybe a training session for some patients could help them to access the system better. This idea was put on hold to see if any patients requested this.

The people in the group who had used the online booking system are very pleased with the results. Pauline was surprised that other than for bloods no nurse appointments are on the system. Kerry advised that since all the nurses do different types of things this would not be appropriate. People could perhaps book an appointment with the wrong nurse.

## **Patient suggestion box**

A box is to be set up in the waiting area at both surgeries. It was suggested that the reverse of the group's compliment slips would at present be adequate for this. It will be specified that no medical issues can be addressed by the lay members of the group and that for all medical issues they must speak to a doctor or lodge complaints via the appropriate channels.

## **NHS Statistics (Dorothy Black)**

In Dorothy's absence, the report on the NHS and government web site statistics was adjourned to the next meeting.

## **Meet the Staff afternoon**

Simon advised that a 'Meet the staff' afternoon had been arranged for 2.00pm on the 8<sup>th</sup> September 2009. All were in favour of the idea.

A suggestion was made that the group needed to recruit some younger members. Simon will ask the staff to try to assist in doing this.

## **Re-sighting of bus stop**

Regarding the re-sighting of the bus stop outside the surgery gates Doris has written to the Transport Executive.

## **Future Meeting dates**

The next meeting will be at 1.00pm on Monday, 28<sup>th</sup> September 2009 at Margetson Surgery.

