

**You may need to press Ctrl+F5 to refresh the page if you can't see the change.****ECCLESFIELD PRACTICE PATIENTS' GROUP**

**MINUTES OF MEETING HELD TUESDAY 12 JULY 2011  
AT ECCLESFIELD**

Members Present:- Andrew Stafford, Patricia Mallin

Also Present:- Dr Andrew McCoye, Simon Kirby, Michelle Payling, Angie Dickinson

Apologies:- Doris Stow

Andrew Stafford acting as Chair opened the meeting and welcomed the attendance of Shaun Toulson, Vicki Kiddy and Rena Jepson prospective new members.

Andrew S stated that he did not like the layout of the minutes that were typed by Tricia. Michelle suggested that she and Tricia would work on a template as a standard.

The minutes of the previous meeting held 17 May 2011, were not verified and Andrew S asked that mistakes and errors be amended and redistributed.

Simon welcomed Shaun, Vicki and Rena to our Forum.

**Treasurer's Report**

Simon has had no contact with Joyce regarding her position as Treasurer. Doris is to be asked to arrange a new mandate with the Royal Bank of Scotland to update new signatories. However, he was able to state that the Bank balance was £765.86 and that our funds had been boosted by receiving a cheque value £300.00 from the Jeffcock Memorial Trust which required banking. Tricia volunteered to this after the meeting. Obviously we have now reached our goal of £1000.00 which needs to be wisely spent. Discussions took place and it was decided that three possible buys be voted on. The options are Electronic Jayex Board for Ecclesfield surgery approx £1000.00, Children's play cube for both surgery sites approx £350.00 each or Seven Pulse Oximeters for all doctors to carry on outcalls approx £1008.00. To enable patients from both surgery sites, Michelle will design, print and circulate a survey with all three options and include a suggestion box with a closing date of 30 July 2011 so that patient's choices can be ascertained.

Simon read out the Terms of Reference (TOR). These were discussed and he would distribute copies to the group with any amendments such as members attaining more regular attendance and any fund raising activities.

Open Day Session 24 June 2011- The session brought some interest and as a result three prospective new members attended our 12 July meeting. We hope we made them welcome and they will join on a permanent basis.

Patient Participation Directed Enhanced Service (DES)- Simon was to distribute copies to all members so that this item could be discussed in greater detail during a future meeting.

Extended Hours Survey – Michelle explained that the current extended hours are Wednesday evenings and Saturday morning surgeries. It was decided to keep the extended hours at the present level as the results of a recent survey showed 75% in favour of current times. The survey results would be posted on both surgery notice boards.

0845 Telephone Numbers – Simon informed us that a government directive has stated that 0845 numbers cannot be used in future and that there had been complaints received around the country regarding the use of these numbers and that land line numbers were preferred by the general public. This was to be put in place by the end of July, as yet our new 0114 telephone number had not been obtained, however as soon as possible the new number would be advertised. This number would be used at both surgeries so that hopefully a quicker service is gained.

Prescription Line – This special line was to be closed at the end of July, and would coincide with the use of the new general surgeries' number. It was felt that mistakes were made i.e. mishearing, patient asking for wrong drugs etc and much pressure was placed upon the reception staff. However, the on-line booking and prescription ordering service database has increased in size and is proving popular.

Outside Post Box – A box for prescriptions is to be erected on the premises main gate so that patients can 'drop off' their scripts after hours. The Pharmacy still operates a collection and delivery service.

You asked, We replied – This 'ASDA' style as suggested by Andrew S, is to be defiantly posted on both surgeries' notice boards. At least patients will be able to see their suggestions/complaints being taken into account.

Available Parking Spaces at Ecclesfield – It was pointed out from patients that the Pharmacy staff were using up available spaces which makes it difficult for patients wishing to attend surgery. Simon stated that he would write to Nathan at Lloyds and ask their staff to be a little more considerate but also understood that all staff need to park somewhere.

Surgery Newsletter – This is a popular publication and it was hoped that circulation would grow. It was suggested that District nurses and Doctors could distribute copies on their outcalls. This would help to keep patients who cannot get into surgery up-to-date.

Andrew S stated that some patients had complained about reception staff customer care. Michelle explained that CC was an ongoing training programme for all reception staff. Most members felt that reception staff were very helpful and courteous at all times. Michelle explained that two reception staff were leaving and would not be replaced. Some reception staff hours had been re-jigged so problems were not envisaged. Reception staff have a zero tolerance of abusive behaviour from patients, as can only be expected.

### Any Other Business

A car boot is mooted for October. Tricia said that Clair from reception wanted to be able to raise funds for a charity she supported. This and other ideas would be discussed fully at the next meeting. It was felt that members only rather than practice staff, would arrange a car boot. With this in mind Andrew S suggested that he, Doris and Tricia could meet prior to the next meeting.

Date and Time of next meeting – 2 August 2011 at Ecclesfield.

AGM notice – this will be held 6 September 2011.

Andrew Stafford closed the meeting.