

## **ECCLESFIELD PRACTICE PATIENTS' GROUP**

### **MINUTES OF MEETING HELD TUESDAY 16 MAY 2011 AT ECCLESFIELD**

Members Present:- Doris Stow, Tricia Mallin, Andrew Stafford,  
Simon Kirby and Michelle Payling, Kerry Newton.

Guest appearance:- Dr Richard Oliver

Doris opened the meeting and the minutes were read and approved.

Andrew Stafford complained strongly that since he had not been the Secretary, communications had deteriorated. Doris objected to his attitude and did not agree.

Dr Oliver spelled out the outline of the group. Andrew S wasn't satisfied and went onto explain more of his grievances. Simon answered that there had been difficulties but hopefully we could draw a "line in the sand" and move on as a united group with one cause. Doris stated that political opinions were to be set aside and we all need to be impartial.

#### **Matters arising**

Practice Open Day – Friday 24 June 2011

Simon informed us that a doctor and one of the nursing staff would be on hand to answer any questions that may arise from the public. This event will be advertised on prescriptions and notices. Various information leaflets would be available including EPPG, with a view to recruiting more members. Tickets would be issued to anyone interested in coming to the open day in order to assess numbers.

Simon is to correspond with Joyce regarding her continued support. He also stated that as Joyce was unable to be present to give a treasurers report that the funds now totalled £705.27

PPS and update.

Simon gave us all a copy to read, so that we could discuss the information in greater detail at a future meeting.

Andrew S has brought to the attention of the group that the Complaints and Compliments notices "ASDA style" board has still not been done. Doris stated that she had the matter in hand and was dealing with this. Certain comments keep appearing, some can be answered by the medical staff, and some need individual attention. It was agreed that the board would have space for these items and the board itself would be moved to a more prominent site so that patients are kept more updated.

### **Any other business**

Enhanced services.

PCT/Questionnaire – proposed layout

It was noted by Michelle that one late evening surgery and Saturday morning be arranged to give out this questionnaire. Doris will let Michelle know when she could arrange to be available for leafleting in respect to the survey. It was decided that a tear-off slip for EPPG recruiting purposes be included on the leaflets.

Doris asked that e-mails between members, should be restricted to arranging dates and agendas for our meetings.

Date and Time of next meeting - 1.00 p.m. 12 July 2011 at Ecclesfield Surgery.

Doris closed the meeting thanking all who attended.