

ECCLESFIELD GROUP PRACTICE PATIENT GROUP MEETING

**Minutes of Meeting
Monday, 8th June 2009**

In attendance

Ecclesfield Group: Dr Andrew McCoye & Simon Kirby

Patients: Gerald Smith, Doris Stow, Dorothy Black, Andrew Stafford, Joyce Ford & Graeme Hill.

Welcome & introductions

This was the 1st meeting of an Ecclesfield Group Practice Patient Group. All the above members had either been invited to join the group, or, had responded to practice literature asking for interested parties to create a group.

Everyone introduced themselves and expressed positive feedback with regards to the creation of the group and the desire to represent the practice in a positive manner.

It was agreed that the above (8) members would take up the challenge and opportunity of initiating and developing a patient group for the practice.

Terms of reference

Had been circulated prior to the meeting and were discussed. All accepted these as a sensible structure and all agreed that they were happy to have their names published and promoted as patient representatives of the practice. We agreed that in terms of channels of communication, information would be brought to the group by the practice for discussion, with actions agreed thereafter. Patient members of the group will not be expected to discuss matters with patients that have not been brought to the group for clarification.

Promotion of the practice

The practice believes that the group can have a positive impact on promoting the practice service provisions. Patients were informed that there is currently a 'mail shot' being distributed to all households of the practice as there have been a number of significant changes in recent months. These have been difficult to both explain and inform patients of. In future, the group will be able to have key input into the

development of practice newsletters, our website and all other patient materials and leaflets.

At the next meeting, Simon will present an overview of how the practice has performed in recent times with regards to Quality & Outcomes Framework (QoF) and patient surveys. From here, the group will establish what it can do to further enhance 'patient perception' of the practice.

It was raised that the patient group could help greatly in promoting other services associated with the practice, which could be beneficial to our practice population.

Patient ideas & suggestions

The following is a list of topics discussed which are to be further developed by the group in the coming months.

- National consultation around 0845 telephone numbers
- Promoting and advertising Practice Learning events
- Creating a Patient Group notice board at each surgery (with photos and how to contact)
- Establishing communication channels between patients and members of the patient group
- Individual roles and responsibilities of patient group members

Parson Cross Premises

Members of the group were informed that the practice is currently part of discussions around the potential development of a new GP surgery in Parson Cross. It was explained that this could impact on the surgery in a number of ways and we are happy to bring discussions around this development to the patient group for further debate. At this stage we are keen to dispel any potential rumours that the practice is looking to close Margetson Surgery. A site for the potential development (Chaucer) has been identified and this has been advertised in the press.

Future meeting dates

The group felt that Monday lunchtime was a convenient and suitable time to hold these meetings, and would continue to meet every 4-6 weeks whilst the group is established.

