

**Patients' Voices - The Garden City Practice
Meeting 12 – Tuesday 15 September 2015**

In attendance: Dr Archdeacon, David Ball, Sarah Ellingworth, Robert Frost, Janet Gibson

Apologies: Suzanne Meenan, Anthony Powell, Martin Norman

15.38. Welcome and Membership

DB confirmed that the 3 people mentioned at the previous meeting had not requested to remain as members and so had been removed from the membership list.

A couple of people had shown interest as potential members and DB is to follow this up.

A County Councillor has requested that the Minutes of meetings be sent to him. This was approved.

DB reported that both Shev Smith and Rupen Shah had offered their resignation from the group. This was noted with reluctance and the group expressed their appreciation for the work and contributions to the group by Shev and Rupen. Waterstones vouchers will be bought and DB will contact both to arrange for the group to meet to say thank you.

It was agreed that the search for a new Vice-Chair would be addressed at the AGM in January 2016.

This results in there being 7 active members of the group other than Practice staff.

SE will ask the GPs if they would be happy to approach patients who might be willing to join.

DB will prepare a flyer which could be used by the GPs and also at flu clinics.

It is thought that the optimum number for the group is 10 and it is hoped that recruiting 3 new members will not prove too onerous.

15.39. Minutes of Meeting 14 July 2015

The Minutes of the last meeting were approved and signed.

15.40. Matters arising

There were no matters that were not otherwise on the agenda although the action in the previous minutes relating to promoting the Facebook page is to be by SMS rather than email.

15.41. Declarations of interest

No declarations of interest were declared.

15.42. Constitutional Group

Constitution and Terms of Reference

The Constitution and Terms of Reference documents have now been finalised and signed as correct. The original documents are to be held by the Secretary. Thanks were expressed by the Chair and the Practice Staff for the considerable help given by members in both compiling and reviewing these documents.

15.43. Update on Facebook Development

SE gave a brief demonstration of the Facebook page which is considered to be an important tool in communication with patients. The page is public and a few postings have been made, for example, notes on flu clinics and healthfests.

SE will discuss some finer details with MN, namely the search name.

SE will also add the Facebook details to appointment cards.

15.44 Flu Clinics

The dates have been set as:

26 September	Guessens Road	JG/AB
10 October	Knightsfield	DB/SE
7 November	Knightsfield	tbc

DB will email the group to see if anybody is able to help on 7 November.

The group will hand out membership flyers, literature from CCG re the urgent care centre and the newsletter.

SE will also show those helping how to use the blood pressure machine so that we can in turn show patients how to use it and promote its use.

15.45 Update from working groups

SE confirmed that the healthy lifestyles group is current and continues to meet. A report on the work will be available at the next meeting.

Unplanned admissions/emergency admissions:

SE distributed data for 2013-14 and current. In 2013-14 the Practice was recorded as 9th in the local table. This relates to a poor performance with a relative high number of attendees at A&E. For the current period the Practice is now listed as 3 so showing a marked improvement. The Practice gets a breakdown of data for all such admissions and it indicates that the work by this particular working group in educating patients on the most appropriate service to use is being reflected in the performance and position in the table, with fewer A&E admissions.

Emergency Admissions – in 2013-14 the Practice was at the foot of the table but is currently at the top, again showing a vast improvement. In view of the success of this working group it is felt appropriate to close this group with a view to coming back to it if figures regress.

15.46 Any Other Business

SE briefly discussed the newsletter and DB will provide a sentence or two from Patients' Voices for inclusion.

15.47. Dates of future meetings

10 November
12 January 2016 (2nd AGM)

ACTIONS

- **DB to send JG the email for the County Councillor who would like to receive Patients' Voices minutes.**
- **DB to contact SS and RS for dates for drinks meeting.**
- **DB to prepare membership flyer.**
- **SE to discuss Facebook details with MN.**
- **SE to add Facebook details to appointment cards.**
- **DB to email group re 7 November Flu clinic.**

- **DB to ask Mark Edwards for urgent care centre literature.**