



**Patients' Voices – The Garden City Practice
Meeting 36 – Monday 9th September 2019, held at Birdcroft Road clinic**

In attendance: Dr Archdeacon, Sarah Ellingworth, Natalie Cox, Tony Baird, Paula Lawrence, Michael Beckett, Martin Norman, Anthony Dennis, Martin King, Sheila Wintle, Rob Frost

Apologies: Janet Gibson, Colin Leeson, Cliff Wilson

19.37 Welcome and membership

Sarah welcomed all to the meeting. Introductions were made. We are pleased to welcome Sheila Wintle.

19.38 Minutes of previous meeting

The Minutes of the previous meeting were confirmed and signed as correct.

19.39 Matters arising

There were no matters arising. Items had been actioned or were on the agenda for discussion.

19.40 Declarations of interest

There were none.

19.41 Flu Clinics

Clinic dates for October have now been confirmed. Dates for clinics are 14th Sept, 21st Sept, 12th Oct and 26th Oct. MN can no longer help on 21st Sept, he will be helping on 12th Oct instead. Group to email JG if they are able to help on any of the dates. NC will be in on 21st so can help PV if nobody else is available. SE explained the delay in the practice receiving the under 65 vaccine this year. It has been a feature on the news so the group may be asked. It is a national delay the practice is due to receive the vaccine W/C 7th October.

19.42 Role of Chair

SE suggested that the role of chair be on rotation, this will give those that would like to chair a meeting the opportunity to do so but no obligation to cover it as a 4 year post. MN volunteered to chair the next meeting in October.

19.43 Parkrun event – Saturday 28th September

The Practice has arranged to host the Parkrun on 28th Sept. If you would like to volunteer you need to be registered with Parkrun. NC talked through the registration process and handed out a step by step guide. Once volunteers are registered please give SE or NC your unique ID. JG, SE, NC, MN, MB and SW are all able to come along and volunteer. Any other volunteers to let SE know by Wednesday 11th Sept.

19.44 Cancel Out Cancer

PL, TB and MN have put together a great questionnaire as part of the Cancel Out Cancer campaign. It will be handed out to patients at the September flu clinics which will help to raise awareness of the campaign and give patients the details of the open education evening being held at the Practice on 25th September. If you would like to come along on the 25th please let SE or NC know so they have an idea of number of attendees.

19.45 Patient comms – “Have your say”

PL, MN and MK have designed an ‘Invitation to have your say’ leaflet. SE will confirm with PL the application process and then it will be displayed on the PV notice boards, on the information screens in the waiting areas, on the website and at the reception desk. The invitation is bright and eye catching so will hopefully encourage people to learn more about the group and how they can get involved.

19.46 HAFLS

MN had some information about the courses etc offered by HAFLS. Whilst the practice cannot advertise this service PV can post information on their FB page to raise awareness. The practice will make sure their Social Prescriber is aware of HAFLS and the services they provide.

19.47 Any of business

We spoke about Patient Navigators and how useful they had been over the past few months. The Practice would like to ask the group if anybody would be able to help out between 09.00 – 11.00 on Mondays, Wednesdays and Fridays to help first time visitors to the surgery navigate the 2 waiting areas and encourage patients to use the check in screens as often as possible. Anyone interested to let NC know. MK suggested adding colored pictures to the self check in notices we have displayed at reception to catch peoples eye.

SW asked about bus routes to the surgery, SE explained about the transport survey that has been carried out previously and the historic engagement with the bus companies. SE also mentioned the volunteer car scheme, which would benefit our patients and the need for more drivers to join the scheme.

MN suggested the Practice have an Instagram account as well as FB. He will look into this.

The next meeting will be on Wednesday 9th October 2019 at 19:00 at Birdcroft clinic.

Actions

- **NC to laminate an A3 version of the “Have your say” leaflet for the noticeboards.**
- **Interested parties to register with parkrun and give details to SE/NC, SE will email details once confirmed.**
- **MN to set up an Instagram page.**
- **NC to make the self check in posters more eye catching.**
- **Email availability for patient navigation to NC, she will notify of gaps or duplicates.**