

Venue: Hawthorn meeting room **Time:** 11am

Attendance: Denise Fay (Practice Manager), Dr Gina Samuel, Jenny Webster (Community Manager/Chair).

Patient Representatives: JM, HN, CH

Apologies : LM,

1. Introductions and confidentiality, Apologies and welcome JW

2. Surgery news and updates;

- There have been some changes in the GP team – Dr Ali and Dr Da Silva are moving to other practices. The surgery is advertising and recruiting for more GPs. Josie has now completed her Nurse Practitioner Course and is looking to build on her skills, Julia Herbison has joined as a Healthcare Assistant as Oliver has passed his Doctors exams.
- We are looking into providing a parenting course in the Autumn for local families. If patients can recommend local venues for the course which could include childcare provision please let Jen Henderson or Jenny Webster know.

Local updates;

- There is an Inspire Funday on Saturday 6th June 11am-3pm at Inspire
- Manchester City Council are running a Carers event Thurs 11th June at the Town Hall
- An ART Class is starting at the Ladybarn Community Centre, and there is also a Community Table Tennis facility.
- There there are also computers available for use and computer training at the Inspire Centre

3. Friends and Family Feedback

The group reviewed the feedback from the Quarter Jan-March 2015.

There were 181 responses, 94.6% of patients would be Extremely Likely or Likely to recommend the service to Friends and Family should they need it. 4.3% of patients would be Extremely unlikely or unlikely to recommend the service:

Top positive issues raised in the comments were :

Staff attitude: 61 (amount of times raised)

Overall Service: 35

Clinical Care: 17

Top negative issues raised how many times in the comments were :

Waiting time : 5 (amount of times raised)

Staff attitude: 3

Clinical care: 3

This is generally reflects a very high level of patient satisfaction with the service. All comments would be passed onto staff to encourage and address any issues raised.

4. **Plan for the year:**

- i. **Surgery Newsletter** DF Distributed the spring edition of the surgery newsletter for discussion. The next newsletter is due in July/August. The group suggested including travel vaccination information. Patients were also invited to contribute to the newsletter.
- ii **Increasing the diversity of the group / training sessions, health campaigns and community groups.**

We have had interest from new members, and will advertise the group more widely at Freshers week. The main thing will to be find convenient times to meet. And probably find an evening meeting time for those working during the day.

- iii) **Health Talks and events:** The surgery is also planning to hold Health Talks in the Autumn

Jenny has contacted: Mind, Macmillan, and will contact the Stroke to see if this is a possibility. Other suggestions included – Art Therapy, healthy eating.

JW – after meeting – could we do a “Student Health evening” in September/October – Focussing on different areas and promote the patient group at the same time – including Registration, alcohol, immunisations, sexual health etc.

Health Promotion – The group would like to promote the use of the Surgery Pod and information room.

5. **AOB :**

Points raised

- The surgery and umbrella company Hope Citadel Healthcare are looking to update websites and promotional material. The group took part in some photographs to demonstrate the work of the surgery and the group. JW to send copies to the patients once they are finished. Once these are done JW will update the websites in the Autumn.
- HN suggested that instead of being asked “Are you ok/ Are you alright there?” when at reception it would be better for staff to ask “How can I help you?”. Rather than reception/admin staff asking “What is wrong?” over the phone the surgery ill ask them to say “In order to offer you the best possible service if you are happy to tell us why you need an appointment we will be able to direct you to the best person to address your needs.” GS to take to staff

6. **Proposed Date and time for next Patient Group:**

September TBC: