

## **Notes of Patient Group meeting held on Thursday September 27 2018 in the surgery waiting room.**

### Present:-

RKB	FS	PB	CW	AA	AS	MA
DD	SG	KC	BSD	AB	SK	SL
AGR	SA					

Dr DNP Singh

Beth Soraka (Health Watch)

Jack Bell (Derby County Community Trust)

Mike Newbold (PM)

### Introductions

Mike repeated his previous thanks for patients giving up their time to attend and give us their feedback. This is very important for the surgery. He also welcomed the new attendees to their first meeting.

Mike introduced the two guests at the meeting.

The usual Briefing Note had been prepared for information. Patients were invited to raise any items of their own to discuss either from their own experiences or from the Briefing note.

One patient offered the surgery his personal congratulations for the Healthwatch award. Another patient thanked Dr Singh for his prompt actions which had saved his life.

### Main discussion items

#### Role of Healthwatch

Beth Soraka was in attendance from Healthwatch Derby and she explained the role of Healthwatch as a watchdog. Beth has been a previous visitor and her contribution has been most welcome.

#### Briefing Note

Mike focused on page 7 of the Note initially discussing recent service developments including the Home Visiting Service; the continuation of Extended Hours opening and the recent funding announcement for primary care. The surgery has been proactively working with neighbouring surgeries as part of the Primary Care Plus Initiative and so is well placed to access further funding and resources aimed at the new Primary Care Networks.

Next the meeting looked at Service Developments delivered in the last year. Attention also focused on the proposed developments for the new year.

The background to the high priority care needs of some diabetics was discussed. Patients also welcomed the emerging idea of having a Recepte Book for diabetics to encourage better control. This is to be developed further with colleagues & to be added to the Action Plan.

Mike and Dr Singh answered questions about the role of Derbyshire Carers and encouraged patients to make family and friends aware of this important service delivered from our building.

Patients welcomed the idea of more partnership work and our Care Co-ordinator will start to promote some of this in the new financial year. Beth offered to send through a link to One Advocacy who offer similar services to Citizens Advice.

A long discussion took place on those patients who demand possibly more than their proportionate share of their services. 3% of patients use 17% of GP appointments. Work by Aneesa and Dr Singh for the new year was welcomed.

A continuation of our Text Messaging Information Service was supported along the lines proposed in the Briefing Note. One patient queried our legal authority to provide this service & this will be ratified with the Data Protection Officer.

It was suggested that an action be added to the Plan to reflect the recent announcement for Primary Care Networks.

### Derby County Community Trust

Our other visitor Jack introduced himself to the meeting and the purpose of his visit. A full discussion took place on how best to engage with the services of the Trust and Jack took away much feedback to help guide his planning.

Working with the Trust fits perfectly with the surgery's objective to support partnership working and to lever in additional support and services for the benefit of the Normanton community. Patient FS also spoke with Jack about support for her Fibro Friends Group.

Mike thanked everyone for their attendance and the meeting concluded after 75minutes.

Mike Newbold  
Practice Manager