

## Sherrington Park Medical Practice – SParkies patient reference group meeting notes 31 October 2017



**Present:** FM (patient), Kathleen Hoyland (patient), MQ (patient), Barrie Ward (patient), Michael Greaves (patient), Jean Redgate (patient), Jo Powell (JP) (SParkies facilitator and note taker).

Topic	Discussion points	Action
Notes from meeting on 26 Sep and introductions	<p>The group agreed that the notes from the meeting on 26 September were accurate. They also agreed that those notes and notes from future meetings could be shared with new members joining the group.</p> <p>JR was welcomed as a member of the group.</p>	
Ideas from members for future topics/ development of a schedule of activities	<p>Ideas suggested for topics to cover were:</p> <ul style="list-style-type: none"> <li>• Refugee Forum</li> <li>• Loneliness – especially in the winter months. Suggest JP make contact with Age UK and SilverLine. Raise awareness of services available among people on their own, plus with those who could offer support to lonely people. Suggestion that the group could offer a service where they call appropriate people who the GP has asked for consent. Needs further consideration.</li> <li>• Dementia</li> <li>• Nottingham Cardiac Support Group – Michael is a member and says they have interesting talks. Suggests group may like to attend a relevant event. Also a good model to follow for offering peer support eg phone contact with others with similar condition.</li> <li>• Arthritis Support.</li> <li>• The most recent CQC report – the group would like to look at this for any areas they can support, hopefully discussing it with one of the GPs and a local CQC rep.</li> </ul>	<ul style="list-style-type: none"> <li>• Barrie to provide JP with contact details for project lead at Refugee Forum.</li> <li>• JP to raise idea of phone service for lonely people with practice team. JP to contact Age UK and SilverLine for information/display materials.</li> <li>• Michael to send JP event list for cardiac group when published for dissemination to group and possible visit by the group.</li> <li>• JR to provide JP with information/contact details</li> </ul>

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	<p>The group agreed to look at ways we can promote these issues over the coming months, possibly with displays in the waiting area or possibly linking directly with practice staff.</p> <p>Agreed we would kick off with the topic of loneliness and discuss possible activities/displays at the next meeting in January.</p>	<p>for Arthritis Support.</p> <ul style="list-style-type: none"> <li>• JP to discuss with GPs and practice manager when they might be able to meet with the the group, potentially first re the CQC report.</li> <li>• JP to discuss possible display area in waiting room for awareness raising with practice team.</li> </ul>
<p>Feedback from members on the practice's website/ feedback on good practice from other websites</p>	<p>MQ compared the SP website with the websites for High Cross in Arnold and The Fountain in Newark. Says our website needs updating including new doctor being added and newsletter uploaded. Found the translation aspect confusing.</p> <p>FM compared the SP website with the Reading University Medical Practice – prefers the way their menu runs across the top of the page with drop down menus as this is easier to use. Font needs to be bigger. Also couldn't find a section on facilities on the SP site eg parking, disabled access etc. Also the Elmswood practice has a Facebook group and Twitter for their patient group and a youth participation group which we could consider as a way of engaging younger people.</p> <p>Barrie was most impressed by the website for the Windmill Practice in Sneinton as it includes general information on the practice, its specialisms and some biog notes on the doctors. Would like SP to do that for the GPs and for other staff too.</p> <p>Side note – the group agreed they would like to see some more personalisation, including possibly photos of the staff in the waiting area. Build on what the practice offers – a local, personal, friendly service.</p>	<p>JP to discuss with the practice manager the process for updating the website and the suggestion for the waiting area.</p>

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Items carried over	As there was no practice manager at the meeting, the request from the group for more information on the chaperone policy, an update on the practice's status as a teaching practice, the patient profile for the practice, accessibility of information and patient survey results will be carried over.	JP to ensure these are added to future agenda/s.
Any other business	<p>The reception area was discussed, with positive comments received on the helpfulness and friendliness of the reception staff. It was commented that the information screen has not been seen working recently and is situated too high on the wall to look at in comfort. The group agreed to look more closely at the reception area when they attend for the next meeting and offer any other feedback.</p> <p>It was also commented that the welcome from the new GP had been nice to receive.</p>	JP to add to the agenda for the next meeting.

**Next meeting**

Time and date of next meeting to be confirmed.