

# The Cloisters Medical Practice

Doctors: Nigel Cole, Mary Crossman, Louise Hammersley, Helen Stokes-Lampard,  
Clare Hutchings, Diana Newson and Gulshan Kaul

## Patients Participation Group

Minutes of the Committee Meeting held at 4pm on Wednesday 16th January 2008 in the Board room at Greenhill Health Centre (This meeting replaced the one scheduled for 13th November 2007 which was cancelled due to illness)

### **Present:**

Present:- Tony Duff (Chairman), Pam Handscomb and June Melsom (Joint Secretary), Gillian Eggleshaw, Gillian Edwards, Brendan Cummins, Rebecca Orgill (Practice Manager) Jenny Hawkins (Office Manager) Austin Tomlinson (Student member).

### **1) Apologies for absence**

Apologies were received from Kay Johnson.

### **2) Minutes of the Last Meeting**

Minutes of the meeting held on Tuesday 4th September 2007, having been distributed to all members prior to this meeting, were approved and signed by the Chairman as a correct record of that meeting.

### **3) Welcome New Student Members**

Austin Tomlinson was welcomed to the meeting as a student member. There had been no communication from Johanne Thyssen-Green the other new student member so the Chairman will get in touch with the Head of 6th form. Future minutes and Agenda will be sent directly to Austin rather than through the school.

### **4) Report on Membership Subcommittee on 13th September 2007**

Chairman reported that he, Kay and Pam had met on that date. Initially there were difficulties about a room in which to meet as the date had been erased in the office diary, but subsequently they were able to meet in the Board room. June Melsom and Gillian Eggleshaw had been asked if they wished to be re-elected and had agreed. They were duly re-elected for a further 4 years. The prospective new member who had agreed to attend an interview that day did not arrive. The sub-committee had waited half an hour after the appointed time before closing the meeting. There had been no further contact with her, despite the Chairman trying to contact her by phone.

### 5) Practice Managers Report

a) Rebecca reported that the feed back on changes made to the new appointment system had been positive and seemed to be working well.

b) Patient's survey report, Rebecca felt that as there was so much to discuss about this report it warranted a special meeting. Therefore an extraordinary meeting was called for Thursday February 14th at 2pm in the Board room.

Rebecca briefly went through the report explaining that the survey covered a 3 week period and that 225 responses were needed for the survey. She felt that committee members needed time to study the report before deciding what action needed to be taken. Rebecca gave each member a copy of the survey results and also of the questionnaire.

### 6) Chairman's report

a) Tony is hoping to produce a newsletter for April and needed ideas for that issue. Feedback about the last issue said that there was not enough focus on Practice issues, but perhaps that was due to lack of communication. Tony will need to work with Rebecca to prepare the next newsletter.

b) Tony had attended the Health Panel at Samuel Johnson in October 2007. South Staff's PCT now have someone in charge of communication who will attempt to standardise leaflets in hospitals. A Patient panel had been set up to discuss layout of leaflets and typeset etc.

Occupational Therapists at Robert Peel Hospital in Tamworth have been collecting money to set up a Patients' garden and had managed to get some sponsorship from a garden company. Tony was unable to attend the December meeting.

### 7) Any Other Business

Brendon Cummins reported that he had come into the Practice about 3 months ago and found several Patients unaware that the Practice was closed for a half day training session. This prompted discussion about notices concerning training days and Flu clinics being too small and badly positioned. A current notice concerning a training day on January 31st was stuck below counter level at the Reception desk. This notice would be covered up by anyone standing close to it, it was felt by members that a dedicated board was needed for this type of notice.

There being no other business the meeting was closed at 5pm.

**Date of next meeting will be on Wednesday 12th March 4pm  
in the Board Room**

