

## The Patients' Group Meeting

Friday 24 September 2010, 9.30 am

### Minutes

Andrew Wells-King	+	Julie Ann Wheeler	+
Susan Vickers	+	Simeon Kingsland	-
Mo Yeatman	+	Jane Currie	+
Maureen Curran	+		

	Minutes	Action
1.	<p>Apologies.</p> <p>No apologies received.</p>	
2.	<p>Minutes from last meeting</p> <p>These Minutes were accepted as correct.</p>	
3.	<p>Health and Fitness Walk.</p> <p>Andy has met Yvonne at Wellington College and was shown around the grounds. The date for this walk has been confirmed as Thursday 28 October at 10.30 am. We will meet at the Pink Pavillion and the walk should take approx 45 minutes. Yvonne needs final numbers 2 days before the walk.</p> <p>Andy to write up a risk assessment beforehand.</p> <p>We discussed the best way to publicise this walk and we all agreed to put up posters in the waiting room. Andy will draft the wording and email Julie Ann.</p> <p>Susan will print out a copy of the map of our walk and also put in the waiting room.</p> <p>Julie Ann will download the 'Change for Life' poster and edit for our purposes, and will also put a registration form next to the main poster. Registration is on a first come first serve basis and we suggest a maximum of around 25 walkers.</p> <p>We suggested a minimum donation of £1 to our charity, or perhaps to help us reach our goal of buying a new surgery wheelchair (see agenda item no. 6).</p> <p>Susan has organised a one off payment of £26.25 for insurance purposes based on 25 people attending the walk.</p> <p>Andy asked Susan to enquire how much extra it would cost to add public liability insurance to the surgery's annual policy as we hope these walks will become a regular fixture throughout the year.</p>	<p style="text-align: right;">AW-K</p> <p style="text-align: right;">AW-K</p> <p style="text-align: right;">SV/JAW</p> <p style="text-align: right;">JAW</p> <p style="text-align: right;">SV</p>

<p>4.</p>	<p>Newsletter Editor.</p> <p>Mo is happy to oversee the next edition of our Newsletter again which is due in November. Susan has some information she would like to be included. Andy will write something about the walk. Julie Ann will write something about the charity box donations/money raised for Southampton Hospital.</p> <p>Julie Ann/Susan will ask if anyone has an old (suitable) wheelchair they would be willing to donate to the surgery (see agenda item no. 6).</p> <p>Contributors need to email their articles to Mo.</p>	<p>MC</p> <p>JAW/ SV</p>
<p>5.</p>	<p>Flu Clinic</p> <p>Sarah, one of the practice nurses, joined the meeting to talk about the arrangements for the flu clinic which our group would like to help out at. The clinic is open 8.30 – 11.30 on Sat 2 October &amp; Sat 16 October. The code to the back door is C63047.</p> <p>The frail, vulnerable patients, who cannot get to the surgery, will be offered the flu jab in their own home. The surgery will contact those patients. This will include the patient (and husband) who recently contacted Jane asking if home visits were available to those patients who are not mobile enough to get to the surgery.</p>	
<p>6.</p>	<p>Response to patient complaints – double appointments/surgery wheelchair</p> <p>A patient has written to the group, following our first newsletter, commenting on a number of things, namely:</p> <ul style="list-style-type: none"> <li>- request to register as a carer.</li> <li>- suggest a surgery wheelchair to help the less mobile patients from the car (park) to the surgery and back.</li> <li>- complain about the lack of time allowed with GP/double appointments.</li> </ul> <p>Jane has registered this patient as a carer and has made 2 home visits to offer support in her role as a carer to her husband.</p> <p>Susan said that the surgery does already have a wheelchair but it is not really suitable for this purpose. We all agreed it would be sensible to look at obtaining a lightweight, easy to fold, wheelchair.</p> <p>Julie Ann will contact Pinehurst to see if they have one spare as they are in the process of redecorating. We will also put something in the newsletter about it.</p> <p>Susan said that the standard appointment is 10 minutes which is longer than a lot of other surgeries. The patient was advised that, when she has more than one thing she needs to talk to her GP about, to request a double appointment in future.</p> <p>During the first home visit with Jane, the patient asked if there could be a notice in the reception area reminding all patients to ‘sign in’ with Reception on arrival. This would be aimed particularly at any new patients to the surgery who don’t</p>	<p>JAW</p>

	<p>know the system. <u>(Please note that this is the correct request from the patient, not a request for a sign re double appts as originally mentioned – apologies from Jane!!)</u></p>	
7.	<p><b>Stress Management Group</b></p> <p>Susan told the group that they know of a holistic therapist who runs stress management training and wondered if there would be any interest from patients. There would be a charge for this. Mo (Y) said she would be happy to canvass patients for any interest.</p> <p>Susan will write something for our next Patient Group newsletter. We could also look at other therapies, such as massage. The room that we use for our meetings would be ideal, perhaps Tuesday evenings?</p>	<p>MY</p> <p>SV</p>
8.	<p><b>Toy Sale</b></p> <p>There is someone who is interested in joining our group. Andy is happy to contact her. She may also be interested in taking the lead at organising a toy sale.</p>	AW-K
9.	<p><b>Baby Changing</b></p> <p>Mo (Y) asked if there are baby changing facilities at the surgery as she witnessed a young mum trying to care for her baby. Mo introduced herself to this mum and explained about our group and that we would discuss it at our meeting to see if anything can be done.</p> <p>Susan said there are no facilities currently; however, she showed us a photo of a baby changing mat which is attached to a wall. Susan said the best room to put this in would be the disabled toilet. Susan will check that the wall can take the weight of this before ordering.</p>	SV
10.	<p><b>Christmas Party</b></p> <p>Susan suggested that we shelve this until the flu clinics have finished. We would have to handpick the patients to invite, max of 30. The GP's approved of this idea so it looks like we can go ahead with it.</p>	ALL
11.	<p><b>Any Other Business.</b></p> <p>None received.</p>	
12.	<p><b>Date of next Meeting</b></p> <p>Friday 29 October, 9.00 am at New Wokingham Road Surgery (please note earlier start time).</p>	