

The Patients' Group

Meeting held on Friday 9 April 2010, 9.30 am

Minutes

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

Present (+) Absent (-)

	Minutes	Action
1.	<p>Apologies for Absence</p> <ul style="list-style-type: none"> • Apologies received from Barrie Jones. 	
2.	<p>Minutes of the last meeting</p> <ul style="list-style-type: none"> • These Minutes were accepted as correct. 	
3.	<p>Revised Constitution</p> <ul style="list-style-type: none"> • The group were happy with Andy's revised Constitution. 	
4.	<p>Name for Group</p> <ul style="list-style-type: none"> • The group discussed various options and eventually decided to go with Andy's suggestion. We will now be known as The Patients' Group. 	
5.	<p>What current information needs to be disseminated and how / Copy for the Newsletter</p> <ul style="list-style-type: none"> • Susan and Julie Ann gave us all a copy of the surgery's latest newsletter. They confirmed that they try to write a newsletter on a quarterly basis where possible. Andy's view is that this newsletter works perfectly as a means to give patients relevant information. • We all thought that we as a group should produce a regular newsletter to give patients pertinent information and to let them know about us and our role. • It was agreed that we would each take turns to oversee the publication / content of our regular newsletters. Mo Curran agreed to oversee the first one. It would be that person's responsibility to talk with Susan and Julie Ann to find out what is going on in the surgery that would be relevant for inclusion in our newsletter. 	MC

	<ul style="list-style-type: none"> Susan said it would be a nice idea for us all to write a little something about ourselves and we could include a few of these profiles in each future newsletter. <p>It was agreed that this first newsletter will include profiles on Andy, Jane and Sim. We need to send our profiles to Mo Curran before the next meeting.</p> <ul style="list-style-type: none"> Mo (Curran) will talk to Susan and Julie Ann about any suitable information that should be included in this first newsletter. Julie Ann is happy to pull together the information we pass on for our newsletters into a one page document. We agreed to organise timings of our newsletters so that they are sent out in between the surgery's newsletters. We will aim to finalise our first newsletter for our next meeting in June. Susan thought of another idea for inclusion in future newsletters would be if the surgery has any unwanted equipment, eg. printers. Excellent recycling opportunity. 	<p>AW-K / SK / JC</p> <p>MC</p> <p>JAW</p>
6.	<p>Chair Purchase</p> <ul style="list-style-type: none"> Susan has chased the furniture company and is waiting for her contact to get back to her. She will keep chasing. 	SV
7.	<p>Blood Pressure Monitor</p> <ul style="list-style-type: none"> Susan spoke to Dawn who loans out these monitors. In future Dawn will give a pack of clinical wipes with the machines and ask the patient to clean the machine before they return it as well as any unused wipes. <p>To help with cost savings, Julie Ann will look into the option of ordering smaller quantities of wipes, perhaps packs of 20, in case they are not returned by patients.</p> <ul style="list-style-type: none"> Dawn thought that asking for a refundable deposit, in principle, is a good idea. However, in practice, this would be difficult to implement practically so would rather not implement at present. Susan said raising funds for a new monitor is for the long term future, not for the foreseeable future. 	JAW
8.	<p>Name Badges – Surgery staff & PPG Members?</p> <ul style="list-style-type: none"> Julie Ann discussed this idea with the admin staff. They are all happy to have name badges so long as it shows first name only. All agreed we shouldn't give surnames. Susan asked the group whether we would be happy to have name badges too. All agreed to this suggestion. First names only + The Patient Group. Andy's badge to also include 'Chairman' and Jane's badge to also include 	

	‘Secretary’. All agreed to have chain style badges. Julie Ann to organise.	JAW
9.	<p>Any Other Business</p> <ul style="list-style-type: none"> In future, any documentation for Simeon, leave at Reception desk as he currently has problems with his IT. Mo (Yeatman) said it was often difficult for her to open medication bottles. Julie Ann said she would talk to the local pharmacists to see if they can alter the bottles for those patients having difficulty. This kind of issue would be an ideal example to put in a future newsletter. Fundraising idea – Andy asked if anyone knows a historian on Crowthorne village with a view to taking interested people on a walk around the village pointing out local areas of interest, ending with coffee & biscuits at the surgery. We could ask for a small fee to help with any future fundraising causes. The walk would need to be advertised well in advance. <p>We all thought this was an excellent idea. Susan said she would talk to the diabetic nurse as she is very interested in walking and may be able to give advice.</p> <p>Mo Yeatman said she may be able to find someone who could help.</p> <ul style="list-style-type: none"> Julie Ann has been asked by Debbie to ask the group whether we want to choose a new charity for the book club. All agreed it would be nice to support a local charity. <p>We discussed various options, in particular a local childrens’ hospice or The Air Ambulance Service, but after hearing about Sim’s personal experiences with the staff on the children’s ward at Southampton General Hospital over the past few years, we all agreed this would be an excellent charity to focus on. Sim is willing to write something about his family’s personal journey in the first newsletter.</p> <p>Sim will also find out the particular children’s ward that is supporting his son.</p> <ul style="list-style-type: none"> Susan said the reception staff are too often met with rudeness and abuse from patients. She suggested it would be helpful for us to spend 30 minutes or so sitting in the waiting room just watching if and when we can afford the time. The Chairman advised that Apologies for Absence should always come first in minutes and Minutes of the Last Meeting second. 	<p>JAW</p> <p>JAW</p> <p>SV</p> <p>MY</p> <p>SK</p> <p>SK</p> <p>ALL</p> <p>JC</p>
10.	<p>Date of next Meeting</p> <ul style="list-style-type: none"> Friday 11 June, 9.30 am at New Wokingham Road Surgery. 	