

The Patients' Group Annual General Meeting

Friday, 15 May 2015, 9.30 am

Minutes

Andrew Wells-King	+	Judy O'Regan	+	Brenda Metcalf	+
Eleanor London	+	Brian O'Regan	-	Jane Currie	+

		Action
1.	<p>Apologies</p> <p>Apologies were received from Brian.</p>	
2.	<p>Chair's Report</p> <p>Andy has written a Chair's report which he read out to the group. Everyone confirmed they were happy with this report and no amendments were necessary. Andy will email Jane a copy of his report to circulate to the group.</p>	AW-K/JC
3.	<p>Financial Report</p> <p>Judy has written a Financial report which will be circulated with these minutes.</p> <p>As at 12 May 2015 we have paid in £700 to Hearing Dogs for Deaf People from donations on surgery walks and sales of books in the surgery foyer. This is a fantastic achievement and Andy thanked both Judy and Brian for all their hard work.</p> <p>Our 18 months fundraising for this charity is coming to an end in 6 months' time. We will discuss at a later date whether to continue fundraising for this charity for an additional 6 months. In the meantime, Andy asked us to begin thinking about an alternative local charity which we could fundraise for in the future.</p>	JC
4.	<p>Election of Committee – Chair/Secretary/Treasurer</p> <p>Jane has stepped down as Secretary and is now the surgery representative following Susan Vickers' resignation as surgery representative.</p> <p>Mo Yeatman has resigned from the Patients' Group. Our thanks go to Susan and Mo for all their invaluable contributions over the past 5 years.</p> <p>We unanimously agreed the following:</p> <p>Chair – Andy Wells-King Secretary – Eleanor London Treasurer – Judy O'Regan Deputy Chair – Brian O'Regan</p> <p>The Deputy Chair role is a new position which everyone agreed was a very good idea. Brian is happy to deputise for Andy as appropriate and we all thanked Brian for his contribution.</p>	

5.	<p>Minutes from last meeting and matters arising</p> <p>These minutes were accepted as correct and any matters arising will be discussed during the meeting.</p>	
6.	<p>Constitution</p> <p>It was agreed that we will read through the current document individually and we will discuss and agree any changes to the current Constitution at our next meeting.</p>	ALL
7.	<p>Heath Hill Surgery</p> <p>Andy has met with Jim Finney, the Chair of Heath Hill Surgery Patient Group and has also spoken to Carole Duran who is a member of their patient group.</p> <p>They feel they could work together with us on a joint project, for example, holding an information event or walk etc. It will be addressed at their next meeting to discuss and agree a way forward. Carole will contact Andy in due course with an update.</p>	
8.	<p>Are You Hearing Us?</p> <p>Jane gave an update on what the surgery has done and is doing to improve the service for deaf and hard of hearing patients -</p> <ul style="list-style-type: none"> • We have had a Text Relay Hearing Loop for some time. • We have access to a sign interpreter (but need to book). • Susan contacted Healthwatch some months ago to ask for their suggestion on a suitable buzzer for us to purchase but has heard nothing since. • The Wokingham Practice Managers Forum invited representatives from Healthwatch to a meeting in January 2015. • Agreement has been given for Jane to look into suitable BSL training. • Jane is looking into organising deaf awareness training for the admin team. • Receptionists know which patients are deaf or hard of hearing and assist accordingly. <p>Jane asked for any suggestions, but all agreed that the surgery is actively doing what it can to improve the service for the deaf and hard of hearing patients.</p>	
9.	<p>Patient Participation Awareness Week – June 1st-6th 2015</p> <p>NAPP has published a resource pack which is available for download from their website. It was agreed that Jane will produce a poster for the waiting room which can include the next walk for health date.</p> <p>Jane will also put together a useful information folder for the waiting room.</p>	<p>JC</p> <p>JC</p>
10.	<p>Avoiding Unplanned Admissions – patient/carer survey</p> <p>Jane gave a brief summary on this enhanced service. Included in the monitoring agreement is a requirement to develop a patient/carer satisfaction survey in consultation with the practice PPG. This survey is for those patients aged 75 and over</p>	

	<p>who have had a face to face consultation with a GP to agree their care plan.</p> <p>Monitoring timescales were brought forward so the survey had to be sent out prior to this meeting, using the template provided. Jane reported that the response to date has been mainly positive. Jane gave copies of the survey to all the group.</p>	
11.	<p>Friends & Family Test results/Surgery Newsletter</p> <p>Jane has been collating and forwarding results of the FFT to the patients group on a regular basis. It has been pleasing to see that most of the comments from patients have been positive. Jane and Susan are working on a newsletter to address the most common comments/issues.</p> <p>All agreed that this was a good idea.</p>	JC
12.	<p>Update on online booking facility</p> <p>The surgery's online booking facility is available to all patients. Once registered, a patient can access test results, current medication, allergies and immunisation history. The patient can also update their contact details and order repeat prescriptions.</p> <p>Jane confirmed that 60 patients have registered for this facility (1% of registered patients). Of those, only 3 have booked appointments online and 1 of those patients was a DNA (was a no-show). There are currently a limited number of appointments available due to the lack of interest.</p> <p>All members have decided to register online. The web address is www.emisaccess.co.uk/ and follow the prompts.</p>	
13.	<p>Update on automatic doors</p> <p>Jane confirmed that the electrician will do pre installation work on 18 July and the automatic doors should be installed at the latest by the end of August.</p>	
14.	<p>Any other business</p> <ul style="list-style-type: none"> • Eleanor will write a thank you letter to Mo for all her hard work and invaluable contribution to the patients group since its inception, on behalf of the patients group and the surgery. • Jane will organise for flowers to be sent to Mo of behalf of the group and the surgery. • Jane asked that all future correspondence is sent to her nhs account– jane.currie3@nhs.net • Jane to email Eleanor the current PPG contact list which will need updating. • Jane and Eleanor to have a handover session. Jane to prune her current PPG folder and pass to Eleanor. 	<p>EL</p> <p>JC</p> <p>JC</p> <p>JC/EL</p>

	<ul style="list-style-type: none"> • Brenda is a Community First Responder and they are looking for volunteers. Brenda asked if leaflets could be left in reception. Andy suggested we make room on our PPG notice board for a leaflet. Eleanor also suggested that Brenda approach Wellington Sports Club as they may be willing to hold some leaflets. • The next Wokingham Area PPG Forum meeting is taking place on Thurs 21 May at 7.30pm. Jane and Andy will be attending. 	BM
15.	<p>Date of next meeting</p> <p>Friday, 24 July at 9.30 am.</p>	