

The Patients' Group Meeting

Friday 16 March 2012, 9.30 am

Minutes

Andrew Wells-King	+	Mo Yeatman	+
Susan Vickers	+	Jane Currie	+

	Minutes	Action
1.	<p>Apologies.</p> <p>None. All present.</p>	
2.	<p>Minutes from last meeting.</p> <p>These Minutes were accepted as correct.</p>	
3.	<p>Consortium Update.</p> <p>Jane and Andy attended the Wokingham PPG Forum on 8 March and Andy gave a summary of what was discussed.</p> <p>We need to think about setting up a Patient Reference Group of patients willing to take part in questionnaires concerning not only our surgery but also the NHS. Susan said some patients have access to email and this could be the simplest format to send out questionnaires. Susan will write an article for our next newsletter asking if patients would be willing to join this new 'virtual' group and to ask for consent to be sent questionnaires.</p>	SV
4.	<p>Patient Questionnaire.</p> <p>Susan sent us a copy of the results of the survey that Mo recently conducted. As a group we are required to discuss these results and make improvements if we can. Comments have to be made by 31 March 2012.</p> <p>Results are generally very positive, so not many improvements to be suggested. The only negative comments concerned the automated voicemail message a patient hears on phoning the surgery. Patients felt this was too long and patients didn't always need to listen to the entire message.</p> <p>We suggested ways around this and all agreed that adding a sentence at the beginning of the message to say something like 'Press 1 if you do not need to hear the entire message' would be beneficial. Susan will look into this.</p> <p>Susan expressed huge thanks to Mo for her time and efforts with this survey.</p>	SV

5.	<p>Newsletter</p> <p>Susan is happy to put the text together and Dani can format it all into a newsletter.</p> <p>The next Walk is taking place on Mon 16 April at Dinton Pastures, with the usual suspects in attendance. Andy will send the information to Susan to format into the usual promotional poster for the waiting room. Mo said she will try and join this walk too.</p> <p>Susan would like to issue the next newsletter at the end of next week (ie. w/e 23 March) so articles to Susan asap please.</p> <p>Susan will also include a piece about Maureen's husband as Treasurer and the amount raised in donations to date (see below).</p> <p>Susan will also include a request by Mo for anyone needing to re-home a small (girl) dog as she would love a dog to keep her 6 year old dog company.</p>	<p>SV</p> <p>AW-K</p> <p>SV</p> <p>SV</p>
6.	<p>Accounts.</p> <p>Andy gave Mo £8 raised from the previous walk. Maureen's husband is the Treasurer and so could also be considered a member of our Group.</p> <p>Mo said the total raised as at 21 February is £364.04. This total does not include any monies in the collection tin at Reception or from the sale of books. Susan said she will add this to the newsletter.</p>	
7.	<p>'Spreading the Word'.</p> <p>We discussed ways to promote our Patients' Group. Andy said he may rehash the Crowthorne Eye article and ask Dani to put a poster(s) in the waiting room asking for volunteers to join the Patients' Group and the new Patient Reference Group.</p> <p>Following the meeting Susan has left a stack of the new Registration Form at Reception to see if this will help raise awareness and interest.</p>	
8.	<p>Any Other Business.</p> <ul style="list-style-type: none"> • Andy has received an email from NAPP (National Association for Patient Participation) reminding us about joining. The cost is £50 joining fee for the first year and then £30 for each subsequent year. Susan is happy to pay this. • Traditionally Jane posts the minutes to Mo, but in future will also post her the agenda ahead of each meeting. 	
9.	<p>Date of next Meeting.</p> <p>Friday 11 May at 9.30 am (please note change of date).</p>	