

The Patients' Group Meeting

Friday 18 March 2011, 9.00 am

Minutes

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

	Minutes	Action
1.	Apologies. Maureen Curran.	
2.	Minutes from last meeting. These Minutes were accepted as correct.	
3.	Tray at back of Reception. Susan has provided a tray behind reception labelled 'Patient Group' which the surgery will use to pass any information and post for us, and to feel free to check the box any time we are passing. Two thank you letters arrived at the surgery for us, to thank us for the photos/invite to the surgery Christmas party. Susan felt she ought to open the letters, and any future letters, in case of urgency. We all agreed we are happy with this suggestion.	
4.	Debbie – talk about aggressive patients. As we managed to get through all agenda items quicker than expected, Susan told us about the recent incident with a patient (see AOB).	
5.	Patient Group Newsletter. Andy asked Susan if there has been any progress on our latest newsletter. Susan said that no progress has been made at the moment, but she will now email Julie Ann the articles for inclusion in the newsletter. (Andy and Jane have written and sent Susan their articles for inclusion). The newsletter needs to go out asap, as our next walk is taking place shortly (4 April) and we need to publicise it early enough to stand a chance of getting the publicity we need. Andy said not to worry sending him a draft for approval as he will be away on holiday and would prefer it go out sooner rather than later.	SV/JAW
6.	Walk for Health – 4 April Unfortunately, Andy has had no response at all. Posters have gone up around	

	<p>Crowthorne village.</p> <p>Andy has checked insurance costs through the Ramblers. We can affiliate with them by joining for an annual fee of £45 + insurance. The cost of insurance would be £330 per annum for a non-affiliate, and £185 per annum as an affiliate giving a total cost per annum of £230 (roughly £20 per month).</p> <p>This means, to make the walks a worthwhile monthly event, we would need at least 10 people attending each walk donating £2 to cover the cost.</p> <p>Andy suggested that Susan organise a one off payment for this walk and we can reassess after the April walk whether it is worthwhile to continue with the future walks.</p> <p>Mo said she would be happy to canvass patients in the waiting room over 2 days to gauge interest. Susan has put together a patient questionnaire asking various questions including a question about the walks, educational talks etc.</p> <p>Mo and Susan will liaise to decide timings of this survey.</p>	<p>SV</p> <p>MC/SV</p>
7.	<p>Talk Evenings</p> <p>Susan said that one of the staff, Sarah, could give a talk about baby health. Andy said he would be happy to contact Sylvia Trevis, PPG rep at Sandhurst surgery to discuss possible, future collaborations. The Sandhurst PPG advertise in the local Sandhurst Directory, and we may think about advertising in the Crowthorne Directory at some point in the future.</p> <p>Andy to contact Sylvia Trevis after his return from holiday to discuss.</p>	<p>AW-K</p>
8.	<p>Any Other Business.</p> <p>Re agenda item 4 – Susan said she is organising Managing Conflict training for the newer members of surgery staff as abuse from patients is still happening too frequently. One member of staff had a piece of paper thrown in her face recently. Susan also passed around a repeat prescription request to show us the poor state it was received in.</p>	
12.	<p>Date of next Meeting.</p> <p>Friday, 13 May 2011, 9.00 am at New Wokingham Road Surgery.</p>	