

The Patients' Group
 Friday, 19 September 2014, 9.30 am
 Minutes

Andrew Wells-King	+	Mo Yeatman	+	Eleanor London	+
Susan Vickers	+	Judy O'Regan	+	Brenda Metcalf	+
Roger Yeatman (virtual)		Brian O'Regan	+	Jane Currie	+

		Action
1.	<p>Apologies.</p> <p>None.</p>	
2.	<p>Minutes from last meeting and matters arising.</p> <p>These minutes were accepted as correct.</p>	
3.	<p>Flu Clinics.</p> <p>This year's Saturday clinics will be held on 4 and 18 October. Susan thanked those members who are able to help out.</p>	
4.	<p>Forum Survey.</p> <p>Andy has emailed the survey to all the members and Susan has put a copy onto the NHS Choices website and on our notice board.</p>	
5.	<p>Autumn Practice Survey.</p> <p>Susan is currently in discussions with the Partners to agree what questions they wish included.</p> <p>Susan has signed up to the 'I Want Great Care' which is a service which allows the NHS and private health care patients to rate individual GP's and hospital doctors on the care they provide.</p> <p>From December 2014, The Friends and Family Test (FFT) will be available in all GP surgeries. It is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Susan will ask the receptionists to hand out a paper card format of the Friends and Family Test to patients. There will be one question from NHS England and then there will be a free text question which is purely for each individual surgery.</p> <p>Thanks go to Mo, who said she would be willing to canvas patients in the waiting room as she has done on previous occasions.</p>	
6.	<p>Accounts.</p> <p>Andy confirmed that we finally have a bank account! Judy has now typed up the accounts as they currently stand. She has banked £200 already and has therefore</p>	

	<p>decided to sponsor both hearing dogs (Merry and Berry) which we all agreed was an excellent idea.</p> <p>Judy will check the donation tin and will shortly be able to add another £100 to the charity. Judy confirmed that the sponsorship is for 18 months.</p>	JOR
7.	<p>Any Other Business.</p> <ul style="list-style-type: none"> • CCG Annual Surgery Inspection - Susan advised that the recent inspection went well and that they were really 'quite impressed'. They were asked about the surgery's PPG and Susan told them what we have achieved and how well it is working. The reason apparently that she had been asked is that other PPG's are having problems. • Christmas Party – A provisional date of Wednesday 17 December between 1.30pm – 3.00pm has been agreed. • PPG Newsletter – Susan is happy to put together our next newsletter, to include the following articles: <p>Hearing Dogs Charity update – Judy and Brian. Easy access to NHS Choices surgery page and Survey Forum – Susan. Walk update – Andy.</p> • Requests were made for someone to take over responsibility for organising refreshments and food for our meetings. Our enormous thanks go to Mo for carrying out this task so brilliantly for the past 4 years. 	JOR/BOR SV AWK
8.	<p>Date of next meeting.</p> <p>Friday, 28 November 2014 at 9.30 am.</p>	