

The Patients' Group Meeting

Friday 24 January 2014, 9.30 am

Minutes

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

	Minutes	Action
1.	<p>Apologies.</p> <p>Apologies were received from Nick Durman, who is the newly appointed Health Watch Officer for Wokingham Borough. He was due to come and talk to us about their plans to engage with local people to raise awareness of Health Watch, to explain what it is about and to encourage involvement.</p>	
2.	<p>Minutes from last meeting.</p> <p>These Minutes were accepted as correct.</p>	
3.	<p>Health Watch – Nick Durman.</p> <p>As mentioned previously, this agenda item has had to be postponed.</p>	
4.	<p>Wokingham Clinical Commissioning Group Update.</p> <p>Andy explained to our new members what the WCCG is and how the local PPG's are involved.</p> <p>Andy gave an update from the last meeting which was held on 28 Nov. He confirmed that a representative from the WCCG will continue to attend these meetings.</p> <p>No representative from our patient group will be able to attend the next WCCG meeting, which is taking place on 27 February, but Andy and Jane will receive the minutes as usual.</p>	
5.	<p>Patient Reference Group</p> <p>Our surgery patient reference group is slowly growing in numbers. Susan confirmed that if new patients provide their email address, they are added to our patient reference group.</p> <p>Judy, Brian and Eleanor gave their consent to be added to the PRG. Brian asked how we have recruited patients in the past and Susan explained that Mo has been in the surgery waiting room on a few occasions talking to patients and signing them up to the PRG.</p>	

	<p>Andy advised that in June the WCCG want all surgeries to send out a new survey. Some questions will be about the individual surgery and some questions will be about secondary care.</p> <p>Susan has no issues with our surgery sending out the above survey.</p> <p>Susan then said our surgery will also need to conduct our own survey, which will need to be completed by the end of March. Susan will be developing the questions and, as before, she will publicise the results on NHS Choices website. The survey will be emailed to our Patient Reference Group members, and Mo will very kindly spend some time again in the waiting room asking patients to complete the form.</p> <p>Susan also advised that our surgery will soon have a new electronic touch screen installed soon to help patients sign in and this could possibly include some relevant questions. Susan stressed that this new touch screen is to give patients more choice, and that patients are still welcome to sign in with the reception staff if they prefer.</p> <p>Andy will send the WCCG questionnaire to us all and to ask if we have any questions.</p>	AW-K
6.	<p>Newsletter.</p> <p>Susan confirmed that a surgery newsletter has recently been issued and can be accessed via the NHS Choices website.</p> <p>It was agreed that our patient group should also organise the next edition of our own newsletter. We agreed the following articles should be included:</p> <p>New Touch Screen– Susan Care Assessments – James PRG recruitment drive & WCCG questionnaire / surgery hours etc – Andy Health walks - Andy</p> <p>These articles need to be sent to Susan by Monday please.</p> <p>Eleanor said that those patients who do not visit our surgery regularly may not see our newsletter, and she suggested that we ask our local chemists if they would mind having some copies. We all agreed this would be a good idea.</p> <p>When Susan has had time to become familiar with the surgery’s new database, she would be willing to email the newsletter to our patients via the PRG.</p>	SV JOM AW-K
7.	<p>Charity and Accounts</p> <p>Accounts currently stand at £929.17 + another £31.00 to be added from Andy’s health walks.</p> <p>We agreed to wait until we reach £1,000 and then decide on a new charity. Hearing Dogs for the Deaf was a suggestion which we all agreed on. Judy</p>	

	<p>will find out contact details.</p> <p>Roger will then make a new 'temperature' gauge.</p>	
8.	<p>Any Other Business.</p> <p>Susan informed us that the Care Quality Commission will soon be conducting their routine inspection at our surgery.</p> <p>Judy agreed to take ownership of our bookstand.</p> <p>Andy advised new members that the health walks usually take place on the second Monday of the month. On 31 March there will be an additional walk at Wellington College. There are usually about 10 regular walkers.</p> <p>No feedback to report from our Christmas Party last December.</p>	JOR
9.	<p>Date of next Meeting.</p> <p>Friday 7 March 2014 at 9.30 am.</p>	