

The Patients' Group Meeting

Friday 25 April 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. Apologies.

James O'Meara.

2. Minutes from last meeting and matters arising.

These Minutes were accepted as correct.

3. Understanding the priorities of GP's (performance targets/quality framework).

Our newer members thought it would be interesting to understand a little about the priorities for GP's, and we all felt this would be a useful exercise. Susan was happy to explain. Pertinent points included –

Guided by NHS England Quality and Outcomes Framework (QOF).
Clinical and Organisational standards to achieve.

Care Quality Commission (CQC) inspections – when the surgery gets 2 days notice of the next inspection, it would be helpful if one or two of us could be available in the surgery. Andy, Judy and Eleanor offered to attend.

4. Survey results.

Susan thanked us for completing our responses.

Two main issues were recognised from the survey – a poor response from our Patient Reference Group members in completing the survey and a high no. of those who did reply were not aware of the surgery's extended hours.

We discussed ways in which we could improve both these issues. Ideas included producing a surgery leaflet providing important information including extended surgery hours which could be attached to repeat prescriptions.

Susan confirmed the surgery could include a message on the back of repeat prescriptions. We also need to highlight extended hours to those patients who do not come to the surgery often.

Susan suggested that we could include a leaflet on extended hours in the new patient

registration pack. She also encouraged us all to ask reception staff for a pack so that we are aware of the content and give suggestions for any changes if appropriate.

Eleanor suggested a large banner with extended hours on it to be put up outside the surgery, similar to the annual flu clinic banner but perhaps not so large.

Susan will discuss with Dr Evans and ask for his thoughts.

SV

Andy asked whether the information could be added to the surgery automated answer phone message. Susan will look into it.

SV

Susan confirmed that the extended hours information is included in the NHS Choices website, and we also included it in our last newsletter so apart from the above suggestions, it is difficult to know how else to get the message across to patients. One thought Susan did have is to include it in the Crowthorne Gossip Girls Facebook page. Susan will look into this.

SV

5. WCCG.

Andy updated us on what was discussed at the last WCCG meeting. Pertinent information includes –

Royal Berkshire Hospital is not interested in meeting with the WCCG, though they are meeting with Healthwatch.

Nick Durman, from Healthwatch, was open to attending today's meeting but as we have a full agenda, Andy has suggested he attend our next meeting.

The next CCG Questionnaire is due to go out in June. Susan confirmed she is happy to email it to our PRG members.

Discussions then were held around whether to mail the questionnaire as well as email it. Susan is happy to do this.

6. Hearing Dogs charity.

Judy was thanked for all her hard work in ensuring the second hand book area is kept tidy.

Judy said that the charity has given her two template posters for us to use if we wish. We all agreed this would be a good idea. Judy will discuss with Danni what needs to be included in the posters. Susan is happy to put up the stamp poster Judy was also given.

JOR

7. Accounts – completion of Naomi House and opening bank account.

A cheque for the amount of £1034.74 made payable to Naomi House was written on 8 April 2014. Jane will write a letter to Naomi House and email it to all members for approval first. The letter should also ask whether someone from the charity would like to attend a future meeting for a handover.

Judy reminded everyone that the new charity would prefer we make a donation each time we reach £100 which we all agreed is acceptable.

Andy has around £14 which has been raised from the regular health walks which he will put in the new collection box.

Andy chased Lloyds Bank and was advised we have to open it online now. We will need to open a 'Treasurers Account'. Andy has given them some basic details and is waiting to hear back. Discussions were then held concerning who should be the signatories. Judy is happy to take over responsibility for the accounts from Mo in future. It was decided therefore that Andy, Judy and Jane should be the signatories. The bank has assured Andy there is no charge for this account.

8. Constitution and AGM.

Andy confirmed that we will now need to produce an Annual Report, Treasurer's Report etc. He also reminded us that we should hold an AGM.

It was therefore agreed that our next meeting will be our first AGM. Susan will publicise the date of this AGM in the surgery and on NHS Choices website in accordance with our Constitution.

9. Healthwatch.

Nick Durman's availability to attend our meeting is either 27 June or 2 July.

It was agreed that our next meeting, and therefore our AGM will be on Friday 27 June.

10. CQC.

This was discussed under agenda item 3.

11. Any other business.

- Jane will email everyone the Patients' Group members contact details.
- Andy gave Susan a receipt for the recent NAPP registration.
- Susan would like us to introduce ourselves to Sally, who is the new phlebotomist.
- Susan may not be able to attend every Patients' Group meeting in future and may have to delegate another member of staff to attend.
- Susan mentioned the new Urgent Care Centre at Brants Bridge, Bracknell is now open. 3 patients have recently visited the centre, at a cost of £60 per patient, when they should have seen a GP. We need to think how to help spread the word about when to see a GP and when to attend the UCC.

12. Date of next meeting and AGM.

Friday 27 June 2014 at 9.30 am.